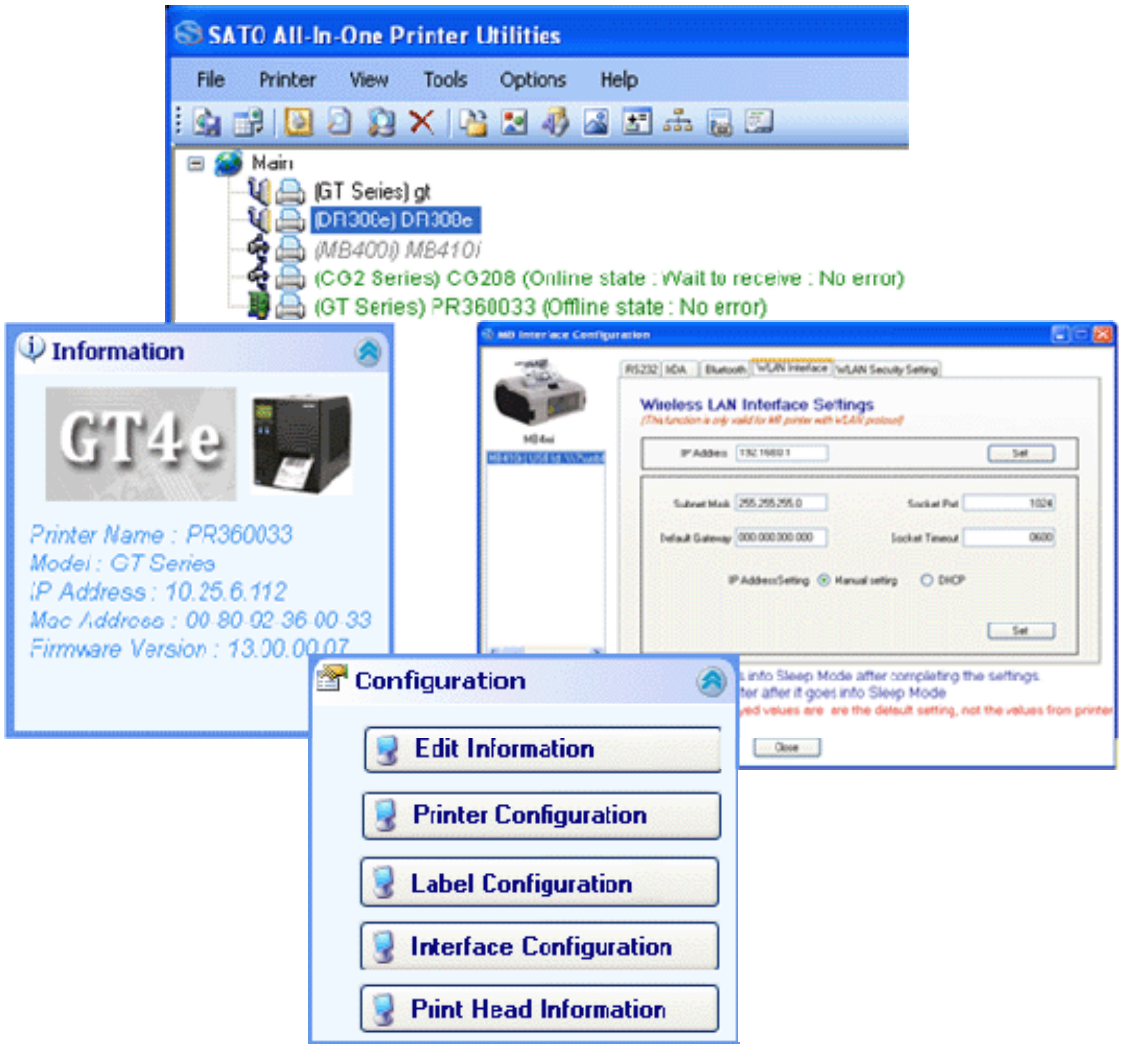
SATO
DCS & Labelling Worldwide

User Manual

SATO All-In-One Printer Control Application



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Alternatively, you can consult your nearest authorized SATO technical representative, as listed on the back cover, to obtain the relevant information about SATO All-In-One Software.

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Overview 1

The SATO All-In-One application for printer remote control was developed to achieve the following goals:

- To simplify the SATO printer configuration and operation processes for end-users
- To allow remote configuration and control of SATO printers that are compatible with this application
- To consolidate as many of the separate software printer utilities as possible into a integrated application

1.1. Supported Models of SATO Printers

Currently only the following models of SATO printers are supported by the current version of the SATO All-In-One application:

- CL4e/CL6e Series
- CG2/CG4 Series
- GT4e Series
- GL4e Series
- M-10e
- MB2i / MB4i
- M84SE Series
- CT4i Series
- LM Series (step 2)
- S84 Series
- DR308e
- LM4 Series
- LT408
- D5xx Series

The SATO All-In-One application will be undergoing continual refinement, and it is expected that other SATO printer models will be supported in future, in line with customer demand.

System Requirements 2

The minimum system requirements for the SATO All-In-One Application are

- A computer with at least a 450MHz Pentium® CPU with 128 MB of RAM, running Windows 2000, Windows XP, Windows Server 2003 or Windows Vista platforms.
- Installed ***.NET Framework 2.0*** (or higher version)
- At least one supported model of SATO printer that can connect to the computer running this application

Standard SBPL commands are sent to SATO printers to update configuration settings or to retrieve data. The data will then be presented in a meaningful and graphical interface for the software user.

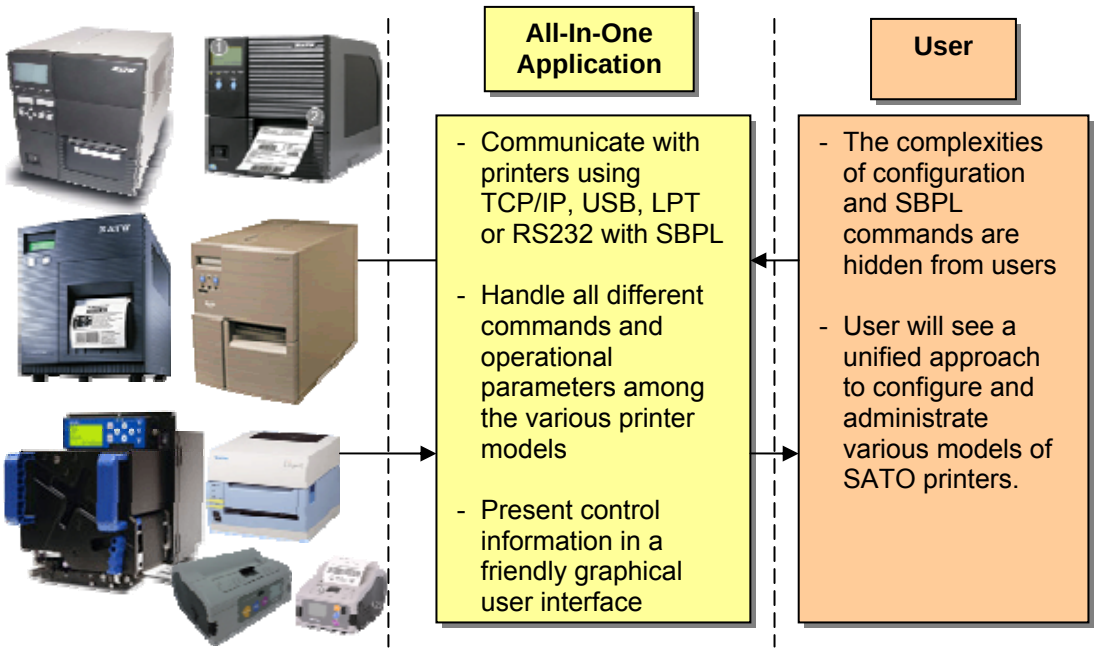

All-In-One Application
User
- Communicate with printers using TCP/IP, USB, LPT or RS232 with SBPL
- Handle all different commands and operational parameters among the various printer models
- Present control information in a friendly graphical user interface
- The complexities of configuration and SBPL commands are hidden from users
- User will see a unified approach to configure and administrate various models of SATO printers.

Figure 1 System Overview

Currently, SATO All-In-One Application does not require a database system. The only scenario where persistent data is needed is during the exporting of application profile into XML files.

Setup 3

After obtaining the installation software, double click on the setup file to install the application.

SATO All-In-One Application
Welcome to the SATO All-In-One Application Setup Wizard
The installer will guide you through the steps required to install the SATO All-In-One Application on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

Figure 2 Setup screen

SATO All-In-One Application
License Agreement
Please take a moment to read the license agreement now. If you accept the terms below, click "I Agree", then "Next". Otherwise click "Cancel".
AGREEMENT
Please read this Agreement carefully before indicating acceptance at the end of the text of this Agreement. This Agreement states the terms and conditions upon which SATO International Pte Ltd and its representative (collectively, "SATO") offers you a right to use this software together with all related explanatory written materials and accompanying items including, but not limited to, the executable programs, drivers, and data files associated with such programs (collectively, "Software"). If you agree to the Terms and Conditions ("Terms") of this Agreement, click on the ACCEPT button below. If you do not agree with the Terms, click on the DECLINE button. If you do
I Do Not Agree
I Agree
Cancel
< Back
Next >

Figure 3 License Agreement

In order to have access to the “Next” button to proceed with the installation, the user must agree with the License Agreement by clicking on the “I Agree” radio button.

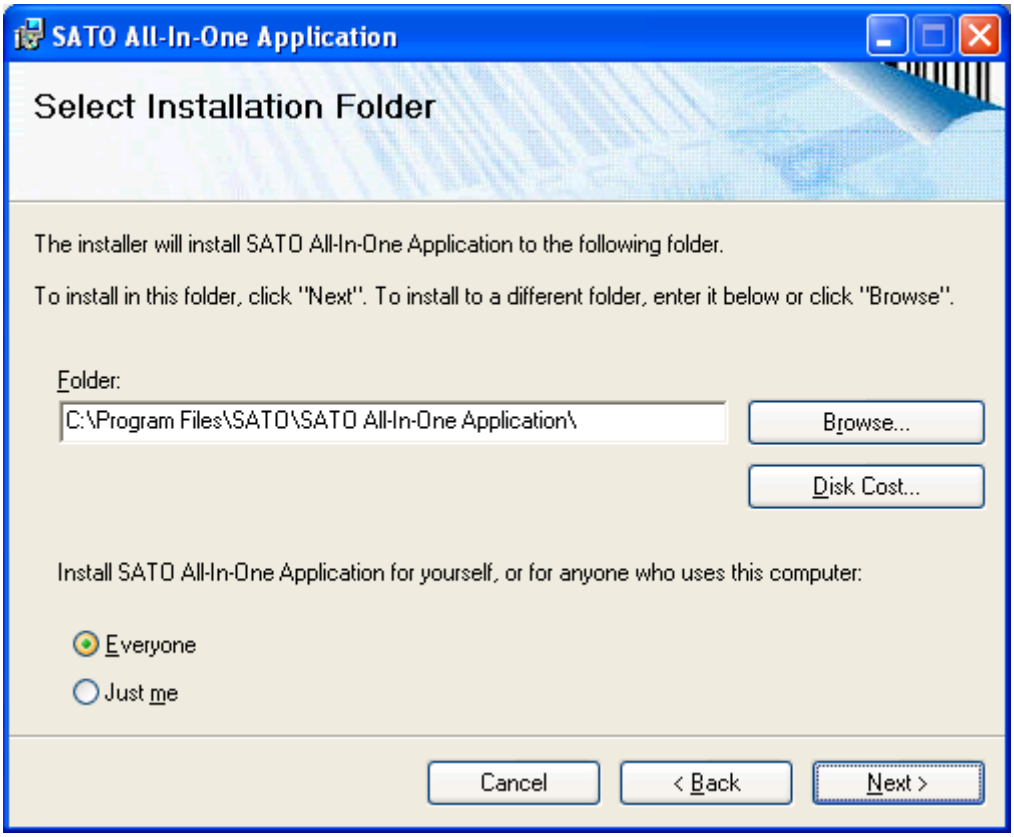

SATO All-In-One Application
Select Installation Folder
The installer will install SATO All-In-One Application to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\SATO\SATO All-In-One Application\
Browse...
Disk Cost...
Install SATO All-In-One Application for yourself, or for anyone who uses this computer:
Everyone
Just me
Cancel
< Back
Next >

Figure 4 Installation folder

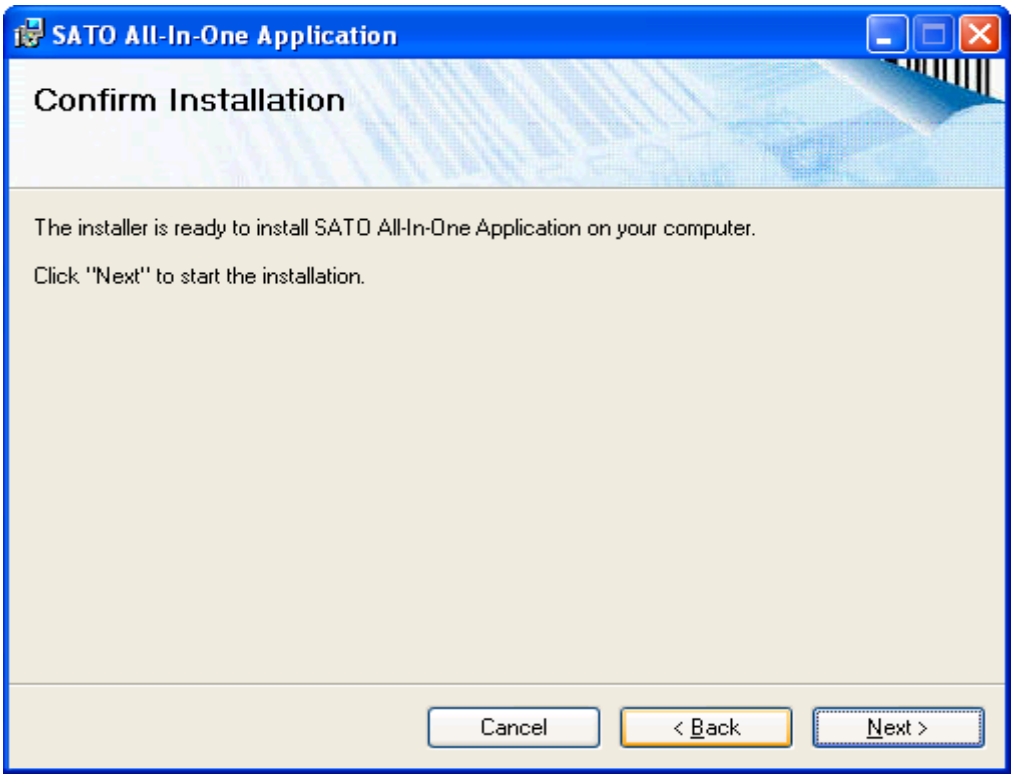

SATO All-In-One Application
Confirm Installation
The installer is ready to install SATO All-In-One Application on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >

Figure 5 Confirmation

Click the “Next” button to start the installation.

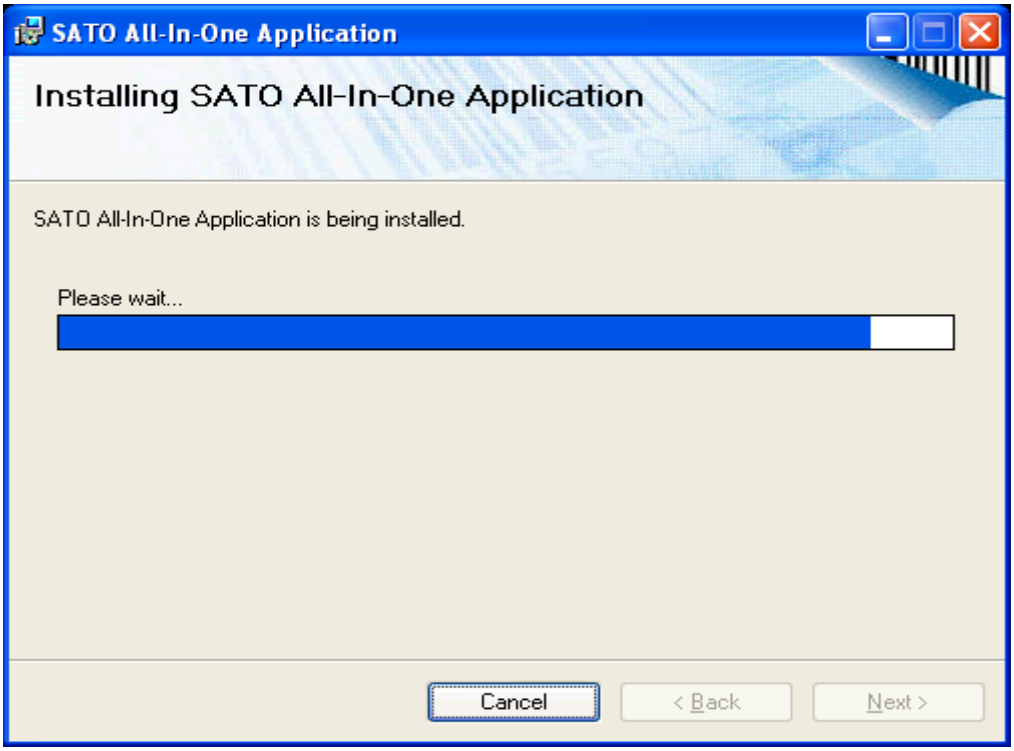


Figure 6 Installation in progress

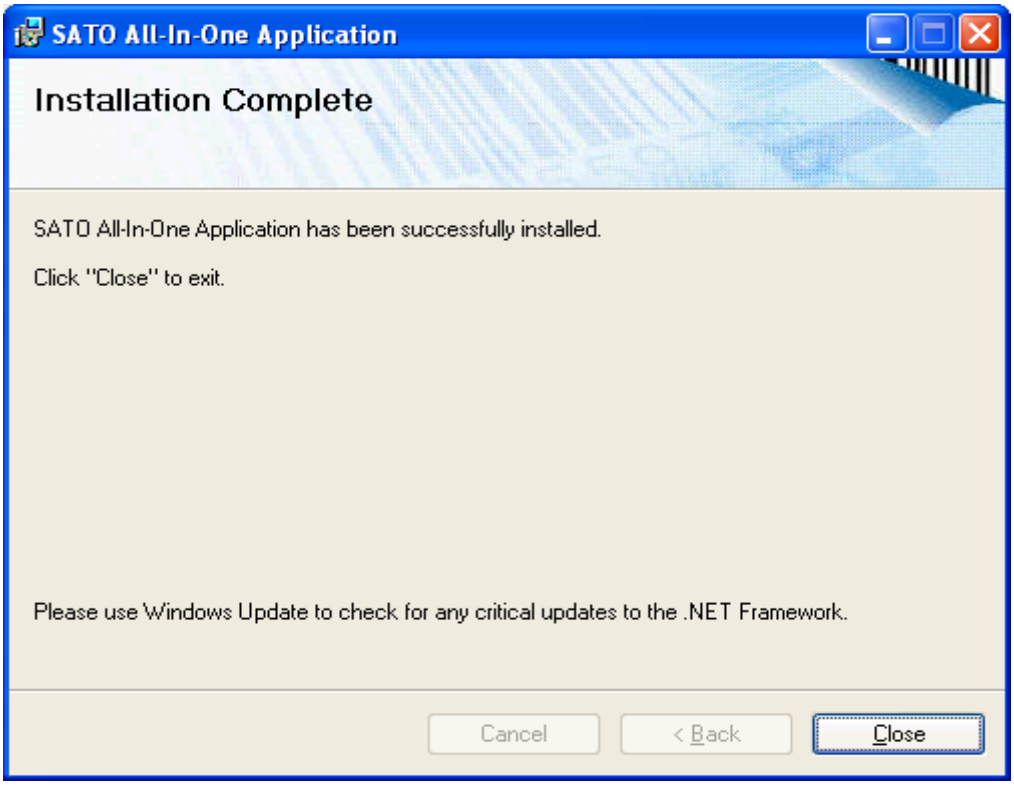

SATO All-In-One Application
Installation Complete
SATO All-In-One Application has been successfully installed.
Click "Close" to exit.
Please use Windows Update to check for any critical updates to the .NET Framework.
Cancel
< Back
Close

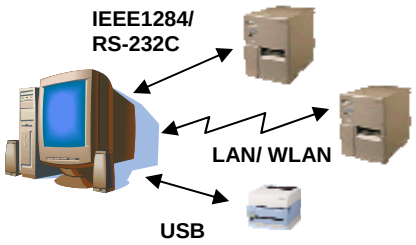
Figure 7 Installation Complete

The program can then be launched from the Start Button->All Programs->SATO->SATO All-In-One Application program group.

Using the All-In-One Application 4

4.1. Overview

The SATO All-In-One Application works on the following paradigm:



1 CONNECT
Link to supported printer(s) via Auto-Discovery or via manual entry

2 ORGANIZE
Use the graphical treeview structure to organize connected printers into groups using custom folders & display names.

3 CONTROL
Configure/control any SATO printer regardless of its location in the world.

4.2. Summarized Features List

	Feature	CL4/6xxe	LM4xxe	GT4xxe	GL4xxe	M-10e	MB2/4xxi	M84xxSE	CT4xxi	S84xx	DR308e	CG2/4	LT408	D500/12	
1	Auto-Discovery	O	O	O	O	O	X	O	O	O	O	O	O	O	
2	Saving and loading Printer Configuration	O	O	O	O	O	O	O	O	O	O	O	O	O	
3	Displaying and setting of Printer Configuration	O	O	O	O	O	O	O	O	O	O	O	O	O	
4	Firmware Download	O	O	O	O	O	O	O	O	O	O	O	O	O	
5	Concurrent download firmware to multiple printers	O	O	O	O	O	X	O	O	O	O	O	O	O	
6	Send and query SBPL command	O	O	O	O	O	O	O	O	O	O	O	O	O	
7	True Type Font Download (Expanded Memory/Cartridge)	O	X	O	O	X	X	X	X	O	X	X	X	X	
8	Graphics Download	O	O	O	O	O	X	O	O	O	O	O	O	O	
	Supported Interface														
9	LAN	O	O	O	O	O	O	O	O	O	O	O	O	O	
10	RS232c	O	O	O	O	O	O	O	O	O	O	O	O	O	
11	IEEE1284 Parallel Port	O	O	O	O	O	X	O	O	O	O	X	O	O	
12	USB	O	O	O	O	O	O	O	O	O	O	O	O	O	
13	Test Print	O	O	O	O	O	O	O	O	O	O	O	O	O	
14	LAN Interface Card Configuration	O	O	O	O	O	X	O	O	O	O	O	O	O	
15	Format Download to Keypad	X	X	X	X	X	X	X	X	X	O	O	X	X	
16	Bitmap Font Download (Internal Memory)	O	O	O	X	O	O	O	O	O	O	O	O	O	

Note: For troubleshooting purposes, SATO All-In-One Application generates a log file to capture important debugging information such as error codes. By default, the log file is created at c:\ directory and the file name is *SATO_All-in-one.log.*
The default directory can be changed from the dialog box in Option->Preferences. Refer to Section *4.23 Application Configuration* for details.
When reporting bugs or problems, copy the log file to the systems support team.
The default directory can be changed from the dialog box in Option->Preferences. Refer to Section *4.23 Application Configuration* for details.

4.3. Multi-Lingual Support

Figure 8 Multi-Lingua Support

This version of All-In-One tool supports English and Traditional/Simplified Chinese. User can change the language setting at the Options->Preferences.

4.4. Adding a Printer

Only SATO printers, specifically those supported by this All-In-One application, can be detected and added. Currently, the following interfaces are supported:

- LAN (Wired and Wireless, TCP/IP)
- Serial Communication (RS232c)
- Parallel Port (IEEE 1284)
- USB (Plug & Play)

For printers using SILEX Network Interface card (such as GT and CL), it is necessary to use the SILEX firmware which supports bi-directional communications on port 9100, i.e., version A1.2.3 and above.
** For SAI-SILEX firmware, it is necessary to add the printer with Port no.: 1024.*

The All-In-One Application provides three methods for detecting and/or adding compatible printers to the system:

1. Using the Auto-Discovery mode
2. Manually entering an IP Address, or Parallel Port/Serial Comm settings
3. Specifying a range of IP Addresses

In any of the above modes, the system will attempt to handshake with the target printer(s) and issue an appropriate command to retrieve the printer firmware information. If the handshake is successful, the detected printer(s) will be represented in the main panel's treeview as an icon.

4.4.1. Adding a Printer via Auto-Discovery

The All-In-One Application can automatically detect SATO printers connected via USB interface, the SILEX network interface card (CL and GT series), or the standard built-in LAN interface (new CT4xx*i* series, CG Series), or the GL Series Network Interface card.

Upon installation, the software automatically registers itself into the Windows Firewall Exception list. Thus, the firewall can continue to protect the computer without compromising the functionality of the Auto-Discovery feature.

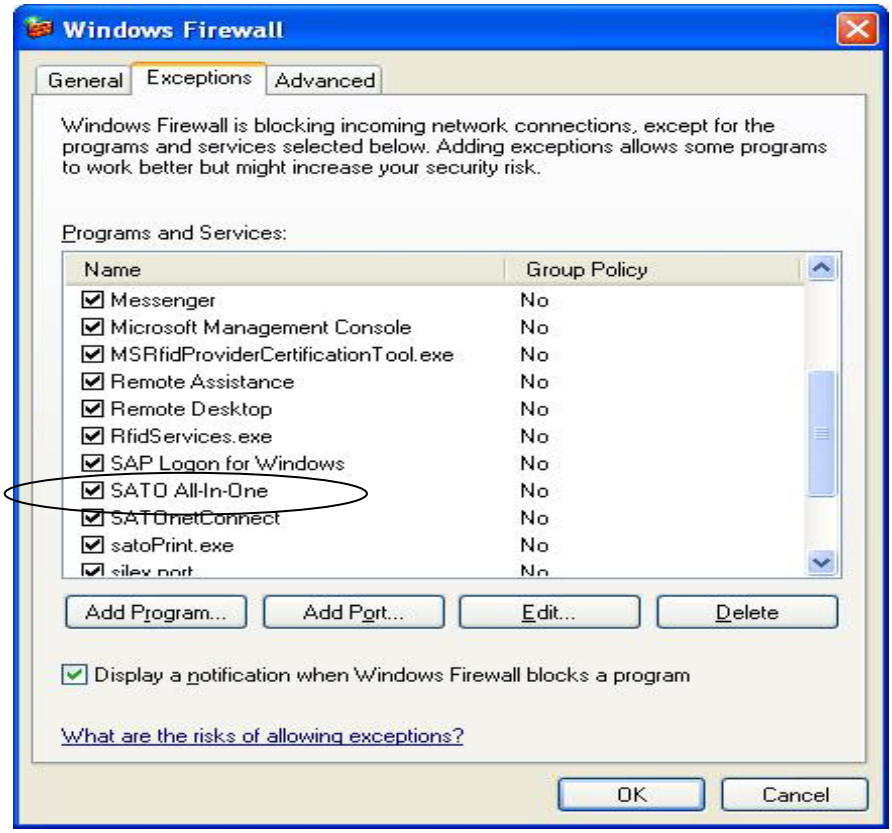


Figure 9 Exception entry in FireWall

4.4.2. Adding a Printer via LAN, Parallel Port or Serial Comm settings

You can add a new printer to the system by specifying its IP Address, Parallel Port or Serial Comm settings such as network port, communication port and baud rate.

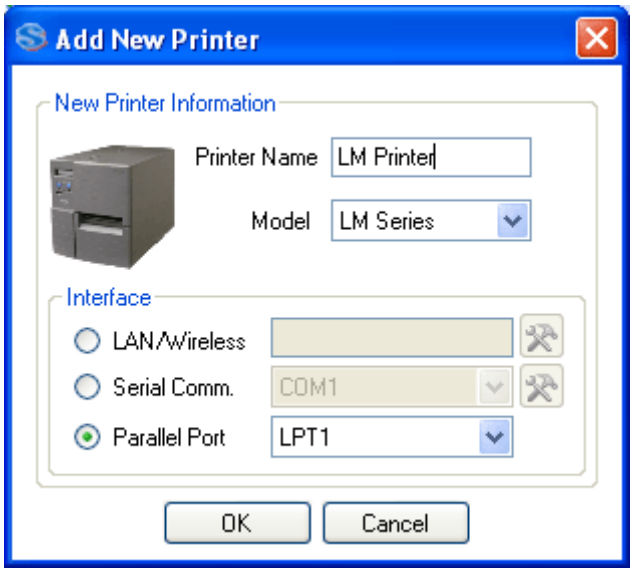


Figure 10 Add New Printer

Note: GL printer with Standard Protocol is able to be added with this method. However, it might take a little longer.

4.4.3. Add a Printer by specifying an IP Range

SATO printers such as MB200i/400i which do not use the SILEX Network Interface card can be auto-detected if you use the “Add Printer – By IP Range” feature.

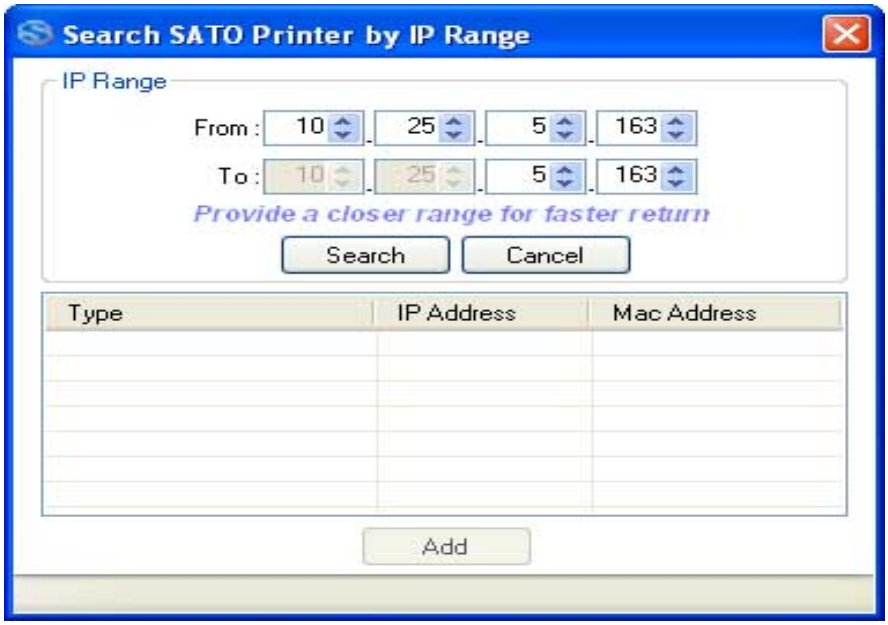


Figure 11 Add Printer - By IP Range

It takes the application approximately one second to probe each IP address in the IP

range to determine whether it is a SATO printer (by checking the vendor code in the MAC address). Thus, if you specify a wide IP range, the application may take an unacceptably long time to complete the task. Therefore, a “Cancel” button is provided to allow you to cancel the operation.

4.5. Navigating the Treeview

After all target SATO printers have been successfully detected or registered into the application, they will appear in a Tree view as icons (See Figure 12 below) representing a **Node**. You can manage the nodes in this view (hereafter called the **treeview**) in various ways, as follows.

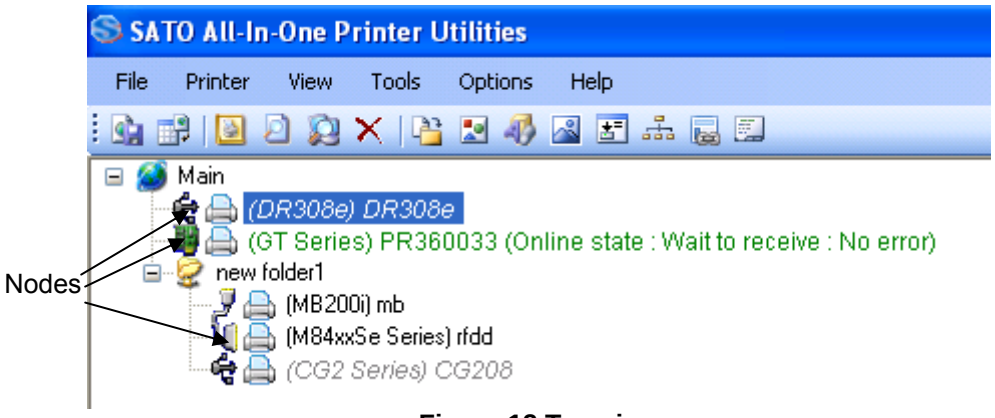


Figure 12 Treeview

4.5.1. Creating folders

By default, detected printers will populate the treeview as nodes at the root. However, just as with any standard treeview in Windows Explorer, you can also create your own folders in the root, and then drag-and-drop any registered printer to and from any folder or root area.

By creating folders, you can organize connected printers into groups meeting particular criteria such as “all GL printers on the Production Floor” or “All compact printers in the Packaging Dept” . You can then control printers in that group more conveniently rather than individually select different printers when needed.

The only limitation is that your custom folders must contain a non-blank name, and the folder name cannot be “***root” or*** “***main”.*** Also, within the same level, the same folder name cannot be repeated.

4.5.2. Renaming folders

The folder name and the “display” of the printer can be renamed on the treeview. Click on the folder name and wait for the text editing cursor to appear, then type the new name.

4.5.3. Relocating printers via Drag-and-Drop

A node icon can be moved in and out of the root area or folders easily. Just make sure the source and target locations are visible, then drag the icon and drop it in the target location.

4.6. Displaying Printer Firmware Information

When a printer node on the treeview is clicked, you will see basic information about the printer, as depicted below.

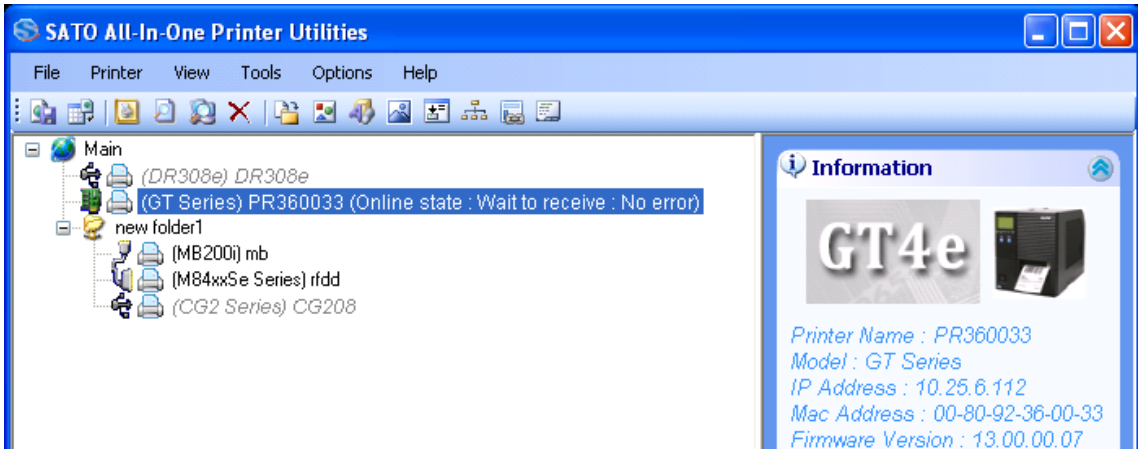


Figure 13 Printer Information

4.7. Editing Printer Information

You are allowed to change the printer's Display Name and the Model, which are displayed next to the node icon.

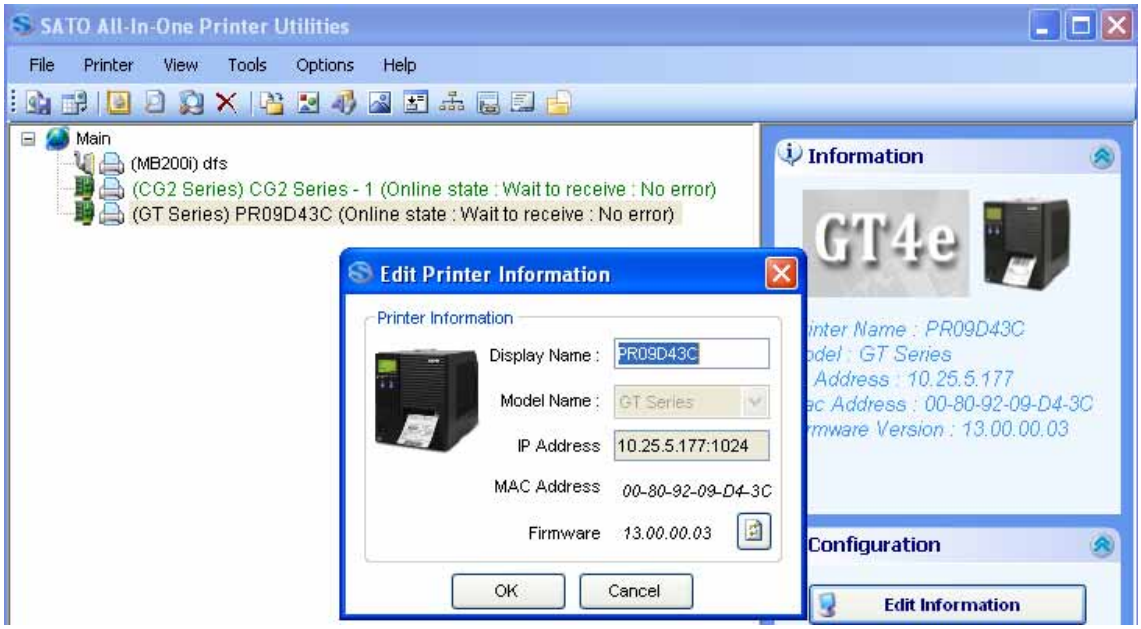


Figure 14 Edit Printer Information

Changing the Display Name/Model does not affect the printer. No command will actually be sent to the printer. The changes apply only to the treeview of the SATO All-In-One application, and are stored in memory or exported to XML files when you export profiles (See **Section 4.11 Export/Import Profile**).

4.8. Enquiring Printer Status

For printers connected by LAN, the SATO All-In-One application periodically sends a status-probing command and display the printer status for monitoring purposes.

This feature is not available to printers connected via Parallel Port and RS-232. This is based on the assumption that local printers (non LAN) can be monitored locally rather than via remote.

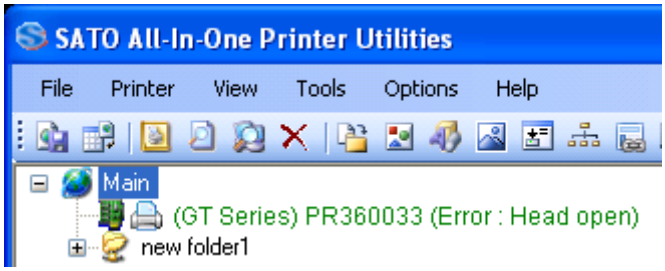


Figure 15 Status Monitoring

4.9. Interface Configuration

Interface Configuration feature is available for CT, MB, CG printers and e-series models that connected with LAN interface.

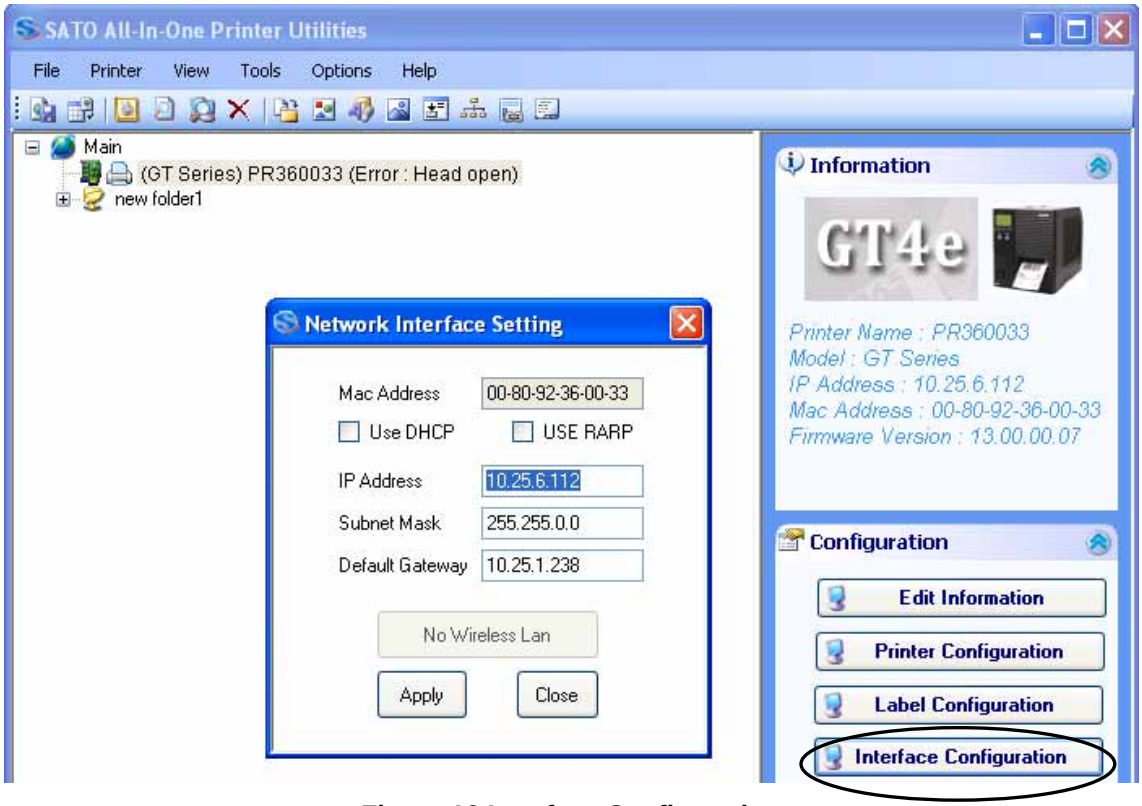


Figure 16 Interface Configuration

Note: When the “Interface Configuration” window is open, the ENQ Status monitoring function of the printer will be stopped.

The following picture shows the Interface Configuration for MB printer:

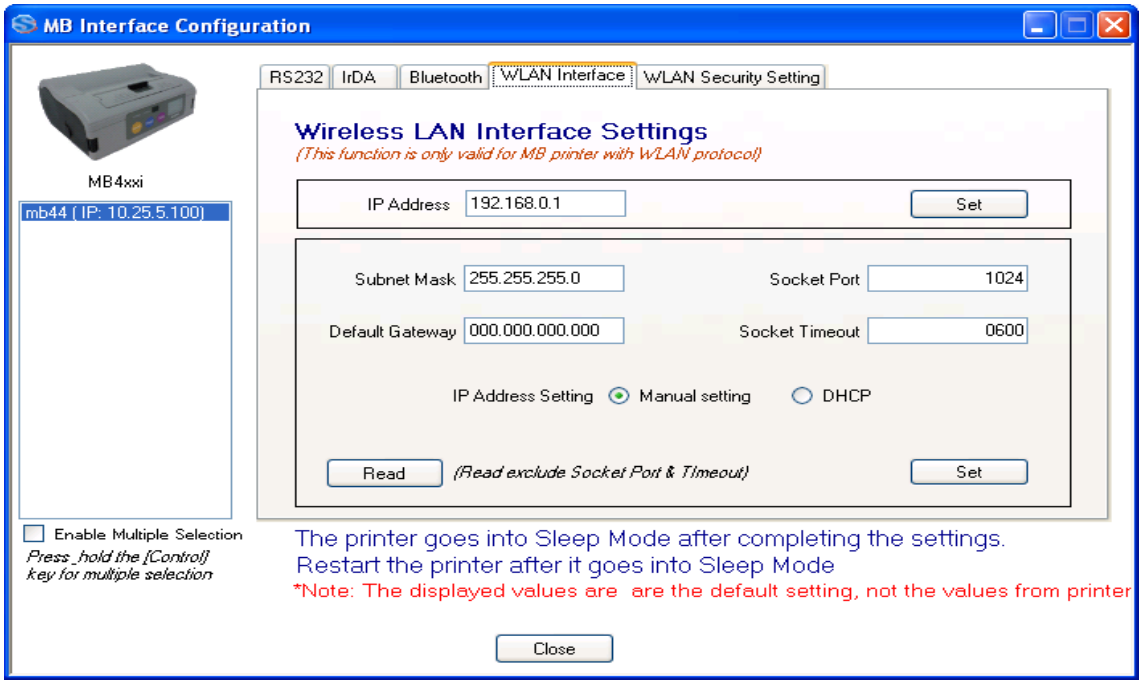


Figure 17 MB-series Interface Configuration

This function supports concurrent setting to multiple MB printers. The following interface settings can be configured on this functionality:

- RS232 settings
- IrDA settings
- Bluetooth settings
- Wireless LAN settings

4.10. Displaying Configuration Information

The displaying and updating of printer configuration information is split into 2 parts: Printer information and Label information. These can be viewed and updated by clicking the “Printer Configuration” and the “Label Configuration” button respectively.

4.10.1. Printer Configuration

SBPL commands will be sent to the printer to retrieve the printer configuration information. The screen will only display the system configuration Information such as print speed and darkness level.

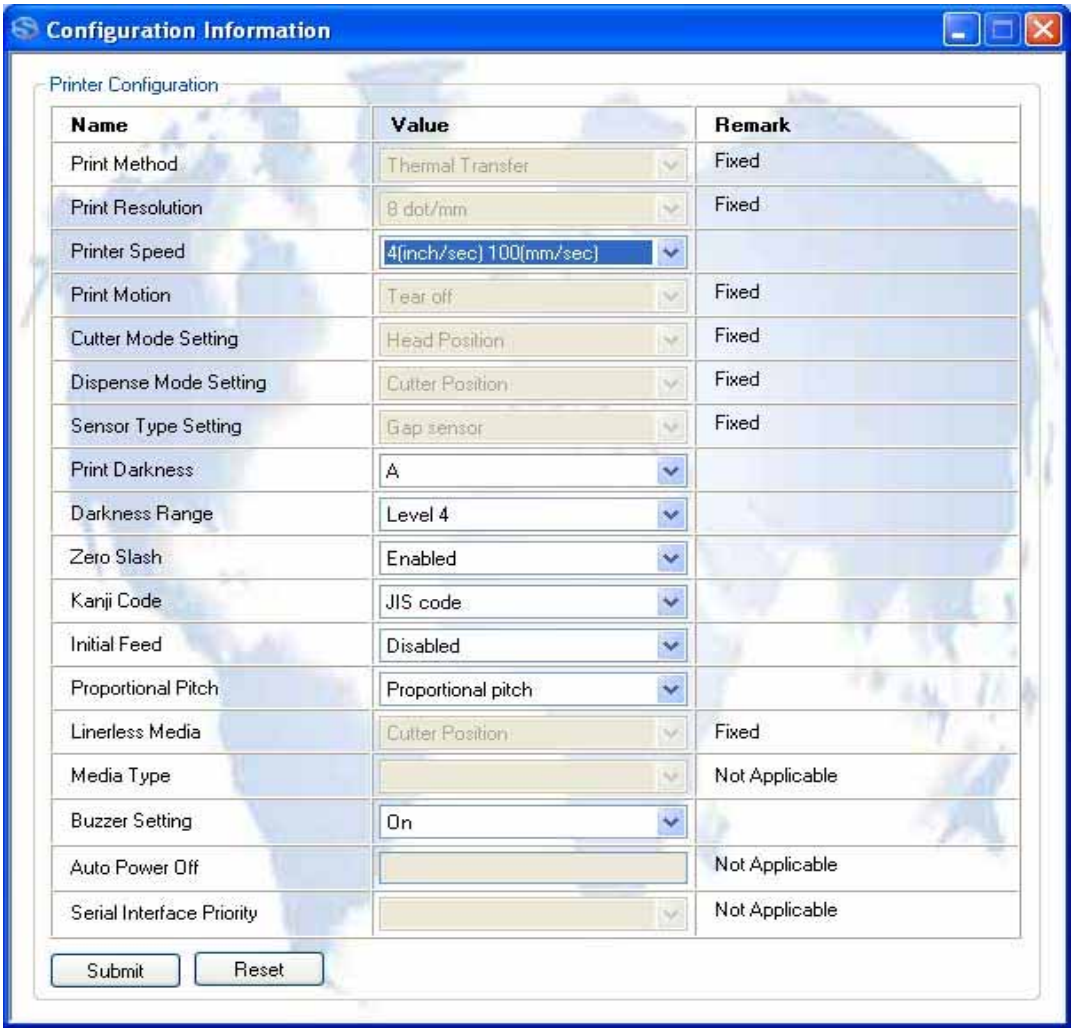


Figure 18 Printer System Configuration Information

Use the drop-down lists to make any necessary changes to the configuration. When the “Submit” button is pressed, the system captures your inputs and issues SBPL commands to change the settings in the printer.

4.10.2. Label Configuration

The remaining configuration data contains label configuration information. The unit of measurement will be changed from “dot” to “mm”.

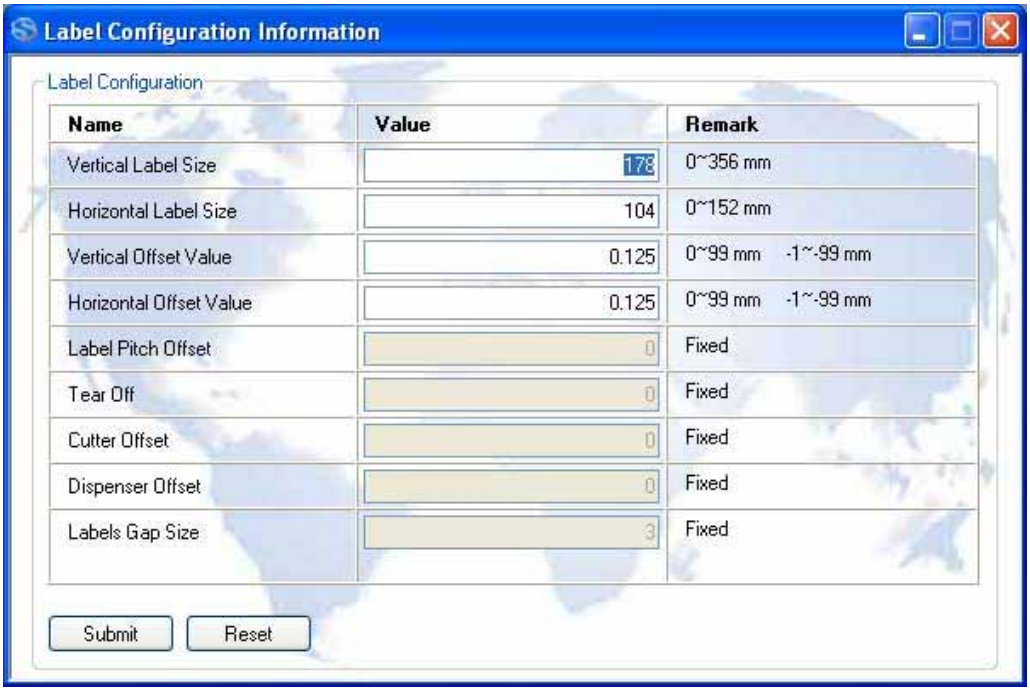


Figure 19 Label Configuration

Use the drop-down lists to make any necessary changes to the configuration. When the “Submit” button is pressed, the system captures your inputs and issues SBPL commands to change the settings in the printer.

4.11. Export/Import Profile

The effort and time required to populate the application's treeview with the correct printers and folders, need not be repeated every time you start the All-In-One application. By saving the "profile" of already detected printers into a file (in XML format), the application will not normally need to auto-detect printers on the network again, unless you force the software to do so.

The profile can also be exported to other computers connected to the same printers, so that the same treeview information can be restored without delay.

The following information is captured in the XML profile file:

- Folder Information
- Name
- Tree Level

- Printer type
- Name
- Model
- DisplayName
- Firmware Version
- Folder Name
- Interface Type
- IP Address
- Mac Address
- Port
- Baud rate
- Parity
- DataBits
- StopBit
- HandShake
- PortName

Click **File->Export** Profile or **File->Import Profile** to download or upload the printer configuration profiles.

4.12. Graphics Conversion

This utility provides conversion functions from raster graphics files (*.BMP;*.GIF;*.JPG;*.PNG) into SBPL commands. Click **Tools->Graphic Conversion**.

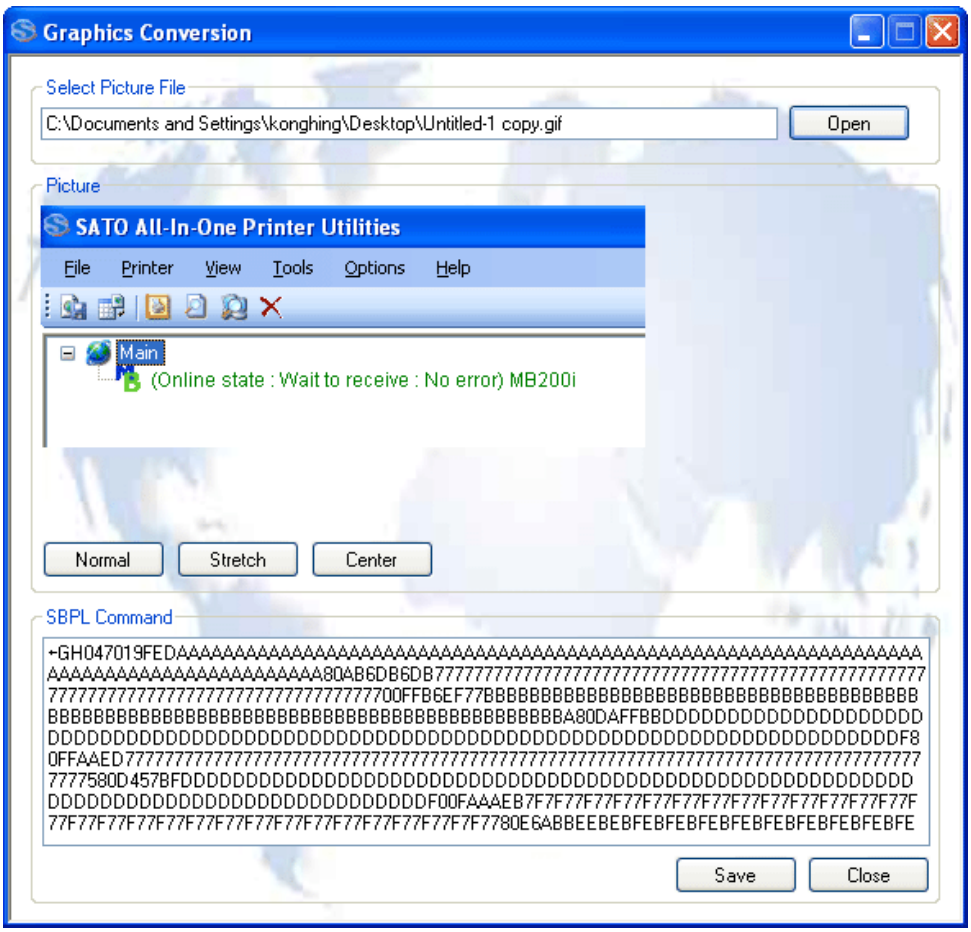


Figure 20 Graphics Conversion

Click the **Open** button to browse for the desired graphics file. A preview of the file will be displayed. You can also edit the graphic by using the **Stretch** or **Center** button, or reset the changes using the **Normal** button.

The appropriate SBPL commands for printing the file will be displayed in the bottom-most window. Click **Save** to save the commands into a file, or click **Close** to end the conversion.

4.13. Loading Graphics

Click **Tools->Graphics Download**. This function allows you to upload and store the graphics into the memory of a printer. It supports the following graphics formats:

- BMP
- JPG
- GIF
- PNG

The function supports the following types of uploading formats:

1) SATO Graphics (ESC+GR/GI command)
2) Bitmap Images (ESC+GT/GC command)
3) PCX Images (ESC+PI/PY command)
4) Logo in Internal Flash (FD command)

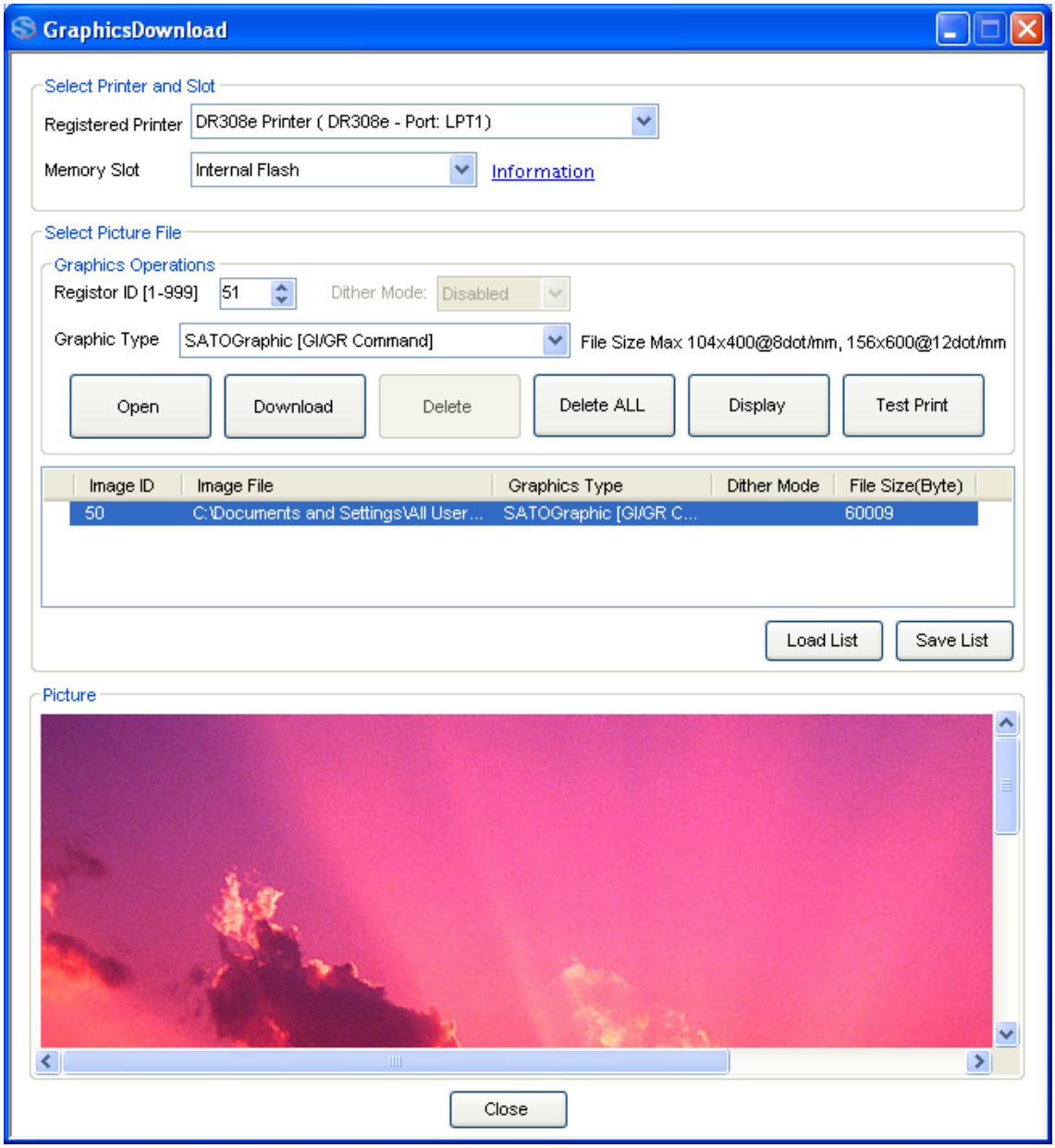


Figure 21 Graphics loading

4.13.1. Dithering Effect

For Bitmap and PCX files, the Dithering effect feature is available to allow downloading of graphics with color fading effects.

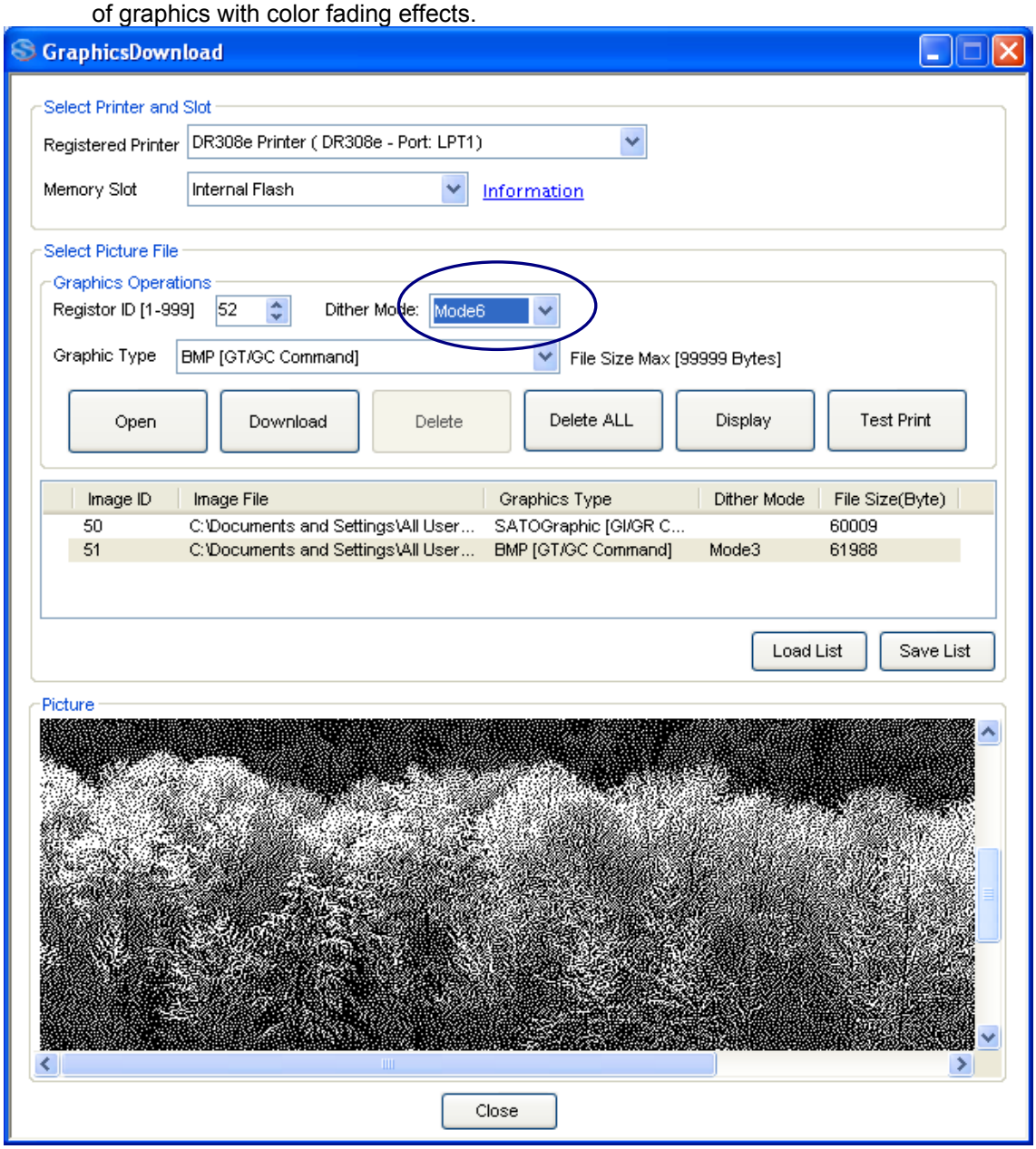


Figure 22 Dithering Effect

4.14. Font Downloading

Click **Tools->Font Download**.

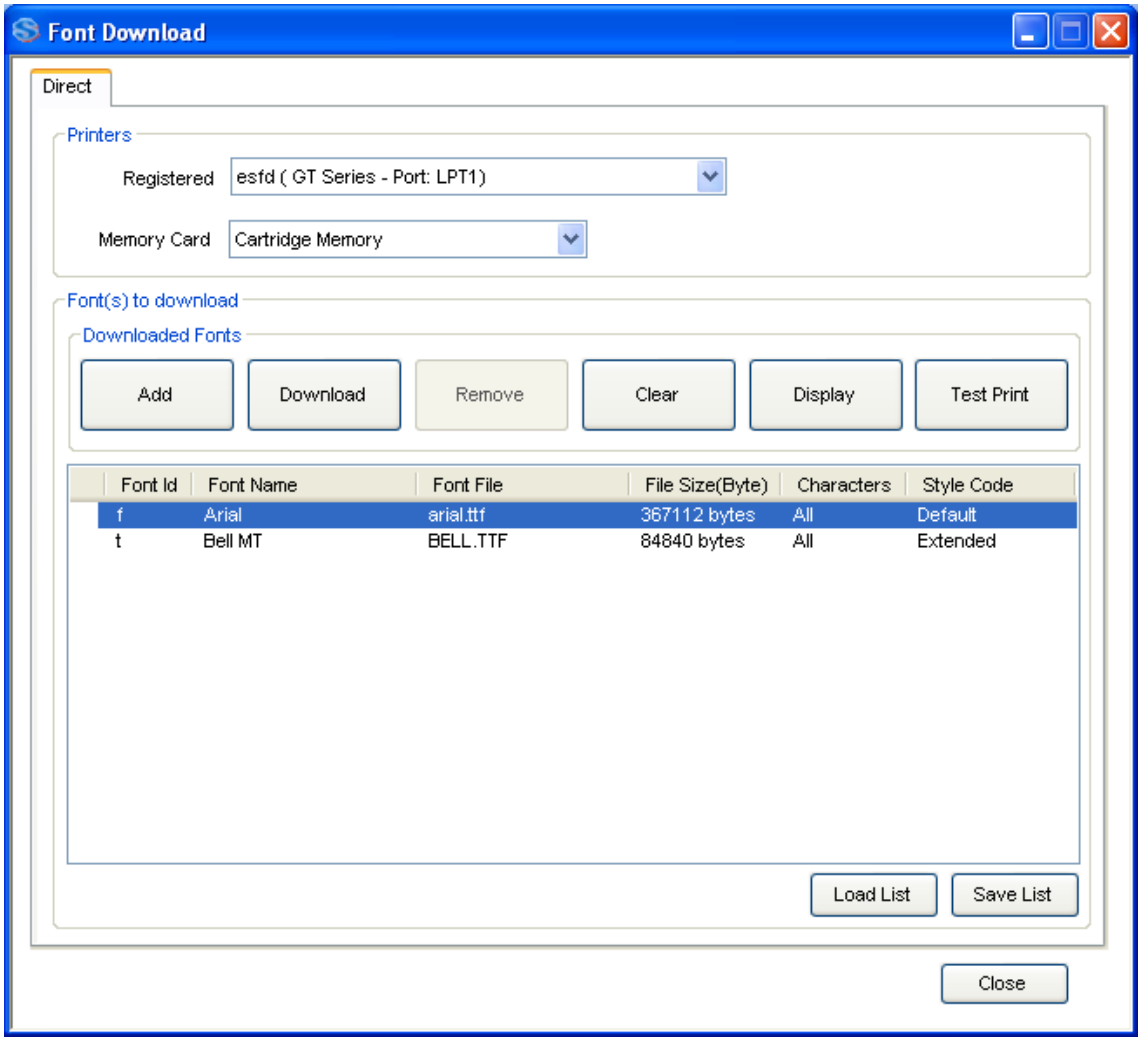


Figure 23 Font Download

Full set of True Type Font (TTF) can be downloaded to the extended memory or cartridge. Whereas only selected size font (bitmap font) can be downloaded to internal flash. The following shows the steps of downloading full set of TTF into **extended memory or cartridge**.

The Font information can be reused and applied onto another printer by using the “Load List” and the “Save List” functions.

4.14.1. Font Selection

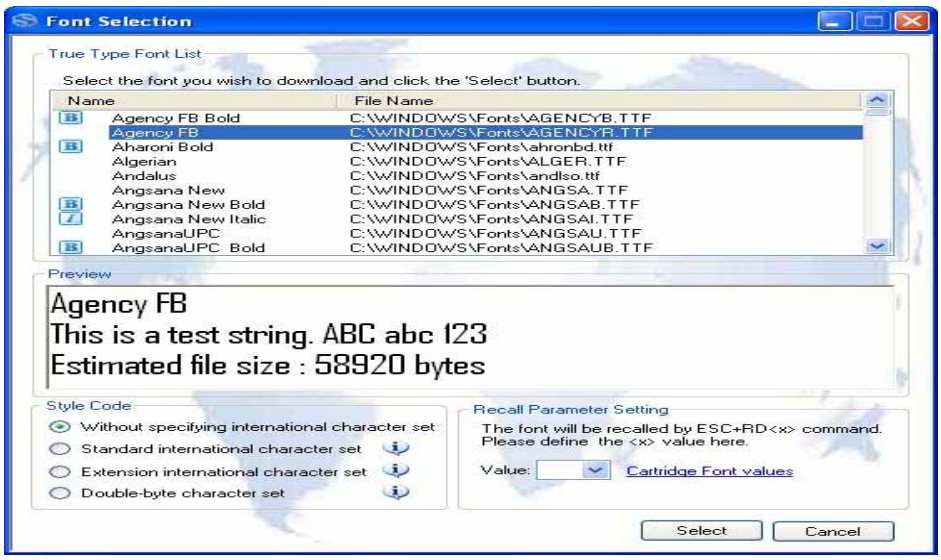


Figure 24 Font Selection

When the “Add Font” option is selected from the popup-menu (5), the above dialog box will be displayed to let you select the font to load.

- **Without specifying international character set**
  This option is for User TrueType Font load. The command will have a prefix ESC+RD<x>00, where x ranges from ‘u’ to ‘z’, to be specified by user.
- **Standard international character set**
  This option is for Code Page 850 character set. The command will have a prefix of ESC+RD<x>10, where x is specified by user according to the font style:

F	FuturaIIBook
G	CG Triumvirate Condensed
P	CG Palacio
S	CG Century Schoolbook
V	Univers Medium
u,v,w,x,y,z	User True Type Font

- **Extension international character set**
  This option is for a font that contains an extension international character set such as Arabic and Thai. The command will have a prefix of ESC+RD<x>20, where x is specified by user according to the font style:

V	Univers Medium
t	CG Times
T	Angsana UPC
u,v,w,x,y,z	User True Type Font

- **Extension international character set**
  This option is for double-byte character sets such as Chinese, Korean and Japanese. The command will prefix with ESC+RD<x>00, where x is specified by user according to the font style:

C	Simplified Chinese (GB2312)
C	Traditional Chinese (Big5)
K	Korean (HYGungSo-Bold)
u,v,w,x,y,z	User True Type Font

4.15. Bitmap Font (fixed size) Download

Bitmap font with specific size can be downloaded into the Internal Flash of the printer using FD command. The font downloaded with this method can be recalled using the ESC+RF command. Refer to the command specifications of each model for details.

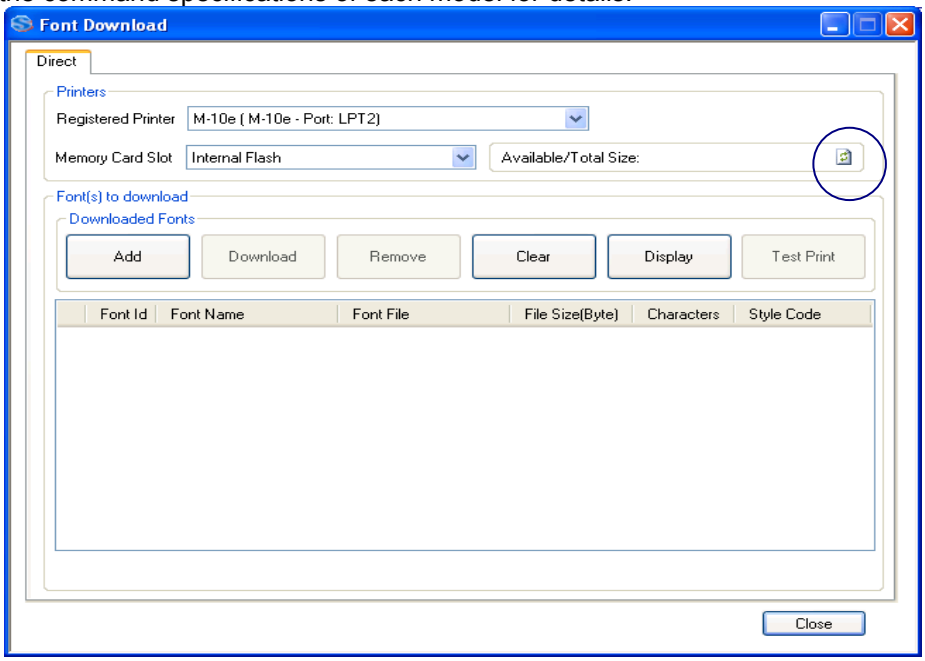


Figure 25 Selecting Internal Flash for Bitmap Font Download

The Refresh button is to get updated storage information of the Internal Flash. Note that the storage space is used for both Bitmap Font and Graphics downloaded using ESC+FD command.

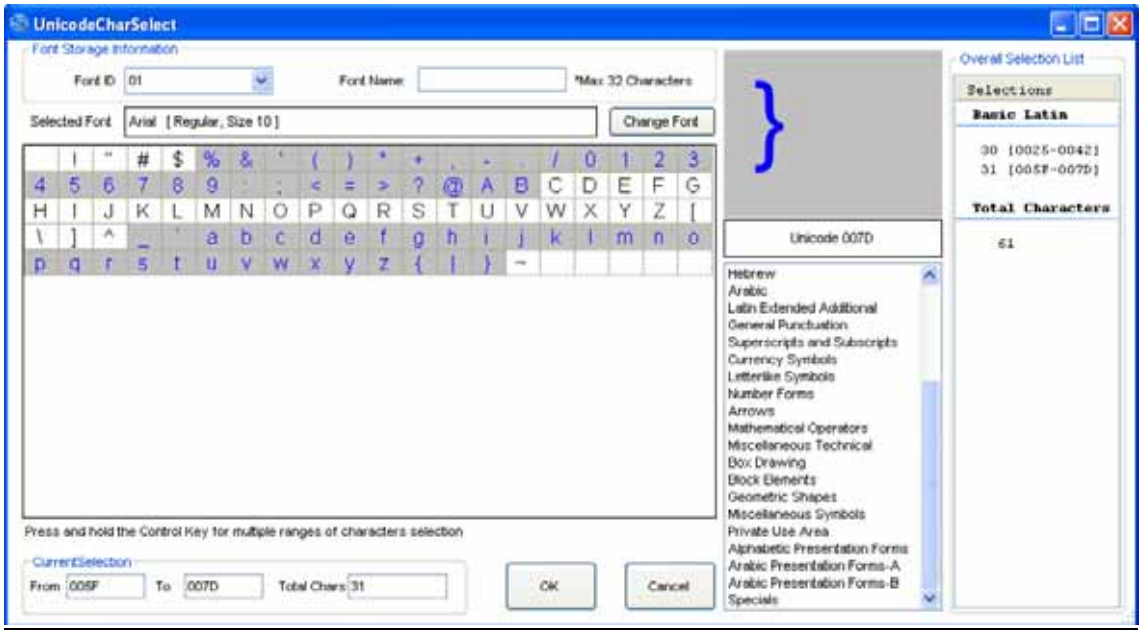


Figure 26 Download Fixed Size Bitmap font

Multiple range of character set is possible by selecting the character while holding down the [Ctrl] key. It is able to span across different Character Set.

4.16. Firmware Download

4.16.1. MB200i and MB400i

Select any MB200i and MB400i printer from the treeview, right click on it and choose Firmware Download from the popup menu. The firmware must be loaded using RS232c interface.

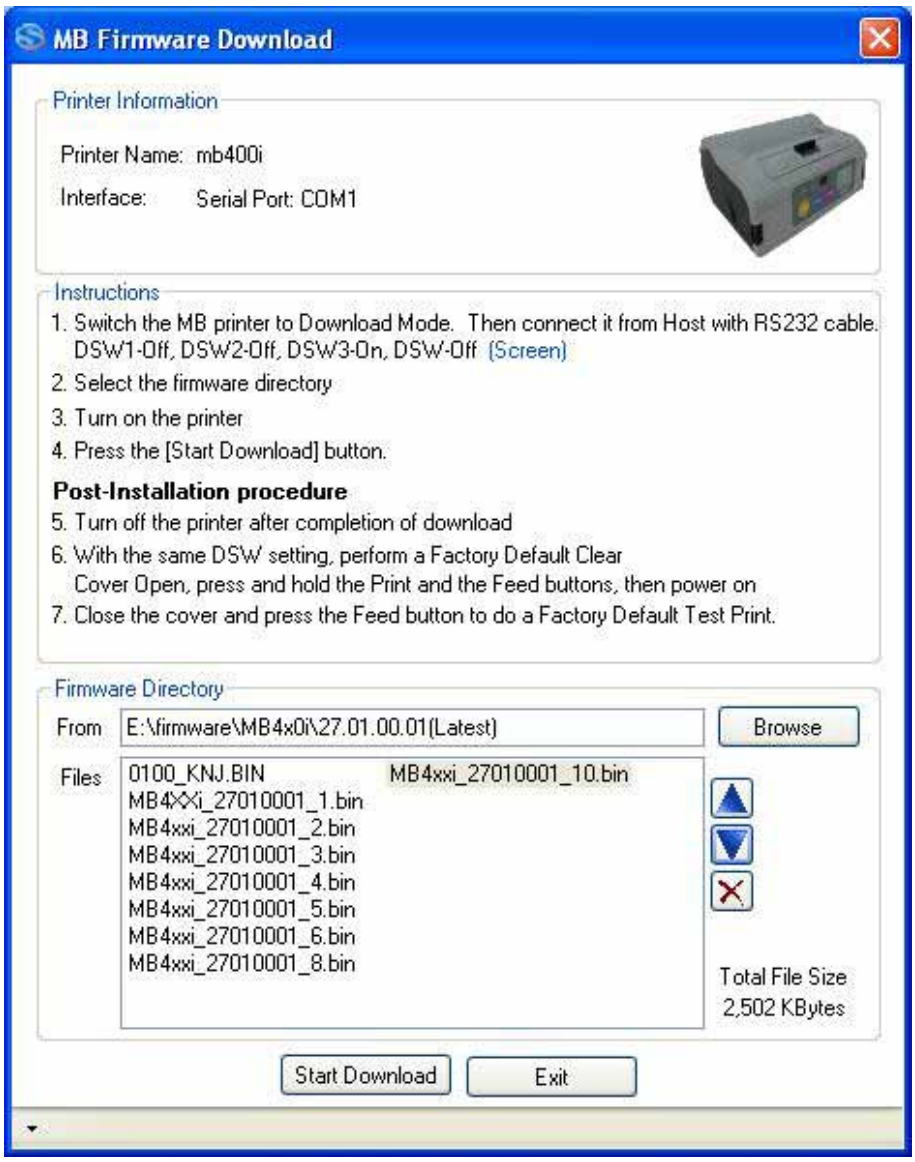


Figure 27 MB Firmware download

4.16.2. CL, CG, CT, LM, S84 and GT

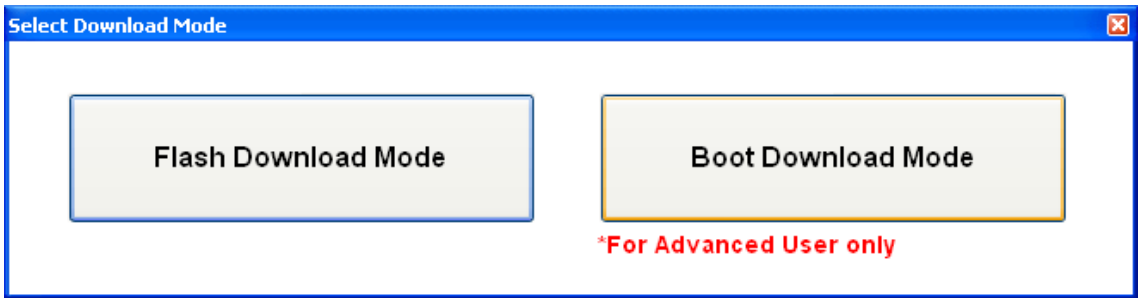


Figure 28 Boot or Flash Download

User is to select the download mode: Boot or Flash Download.

Boot Download mode

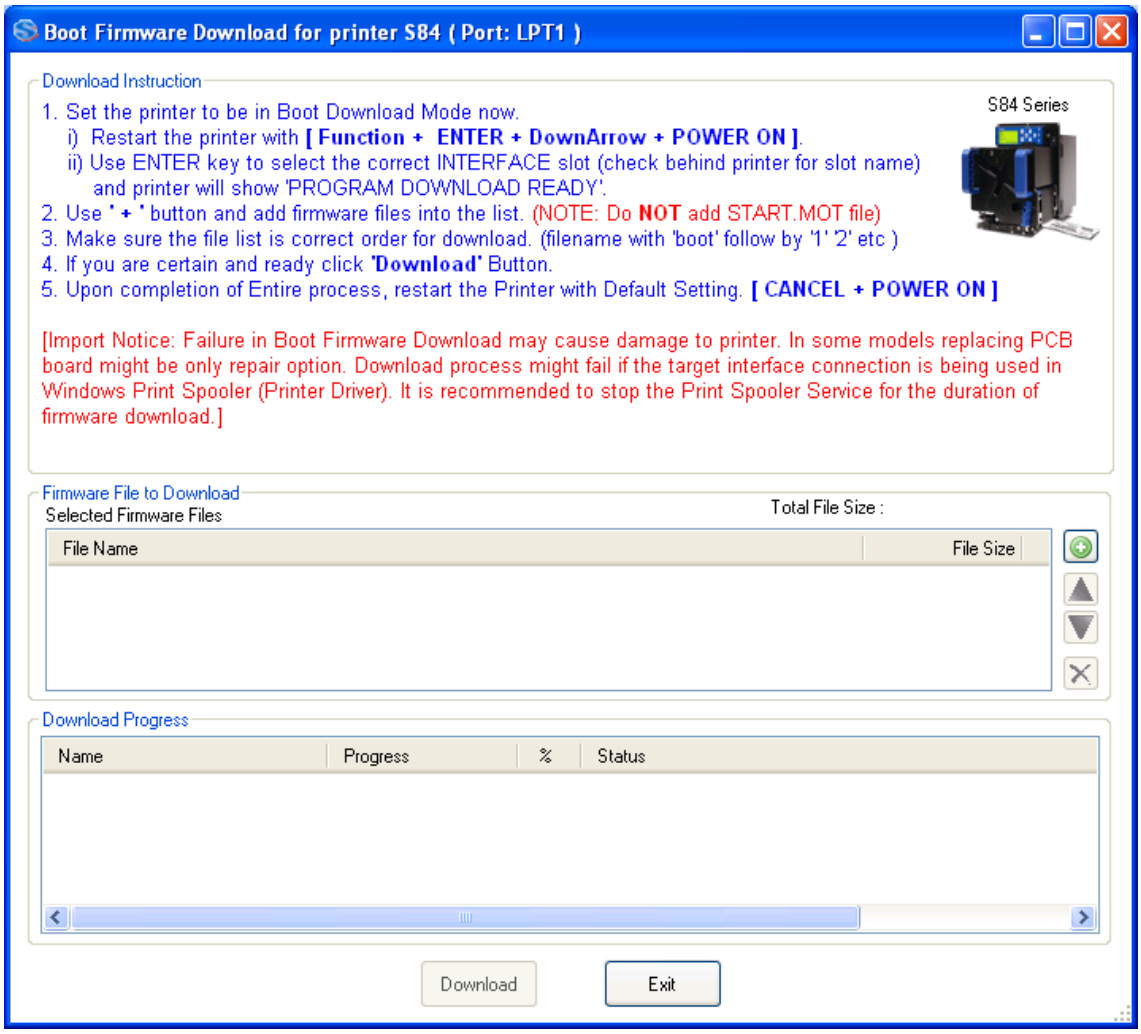

Boot Firmware Download for printer S84 (Port: LPT1)
Download Instruction
1. Set the printer to be in Boot Download Mode now.
i) Restart the printer with [Function + ENTER + DownArrow + POWER ON].
ii) Use ENTER key to select the correct INTERFACE slot (check behind printer for slot name) and printer will show 'PROGRAM DOWNLOAD READY'.
2. Use ' + ' button and add firmware files into the list. (NOTE: Do NOT add START.MOT file)
3. Make sure the file list is correct order for download. (filename with 'boot' follow by '1' '2' etc)
4. If you are certain and ready click 'Download' Button.
5. Upon completion of Entire process, restart the Printer with Default Setting. [CANCEL + POWER ON]
S84 Series
[Import Notice: Failure in Boot Firmware Download may cause damage to printer. In some models replacing PCB board might be only repair option. Download process might fail if the target interface connection is being used in Windows Print Spooler (Printer Driver). It is recommended to stop the Print Spooler Service for the duration of firmware download.]
Firmware File to Download
Selected Firmware Files
Total File Size :
File Name
File Size
Download Progress
Name
Progress
%
Status
Download
Exit

Figure 29 Boot Download mode

User is advised to take extra precautions when using this function. Instruction on the dialog must be strictly followed. This process is carried out with a mixture of human interventions of the

printer and the application.

When the first firmware file is completed, user is to set the printer (by pressing button on the printer) to ensure it is on “Program Download” mode before the next file is sent from the application. Failure in doing so might cause unexpected exceptions and damages to the printer.

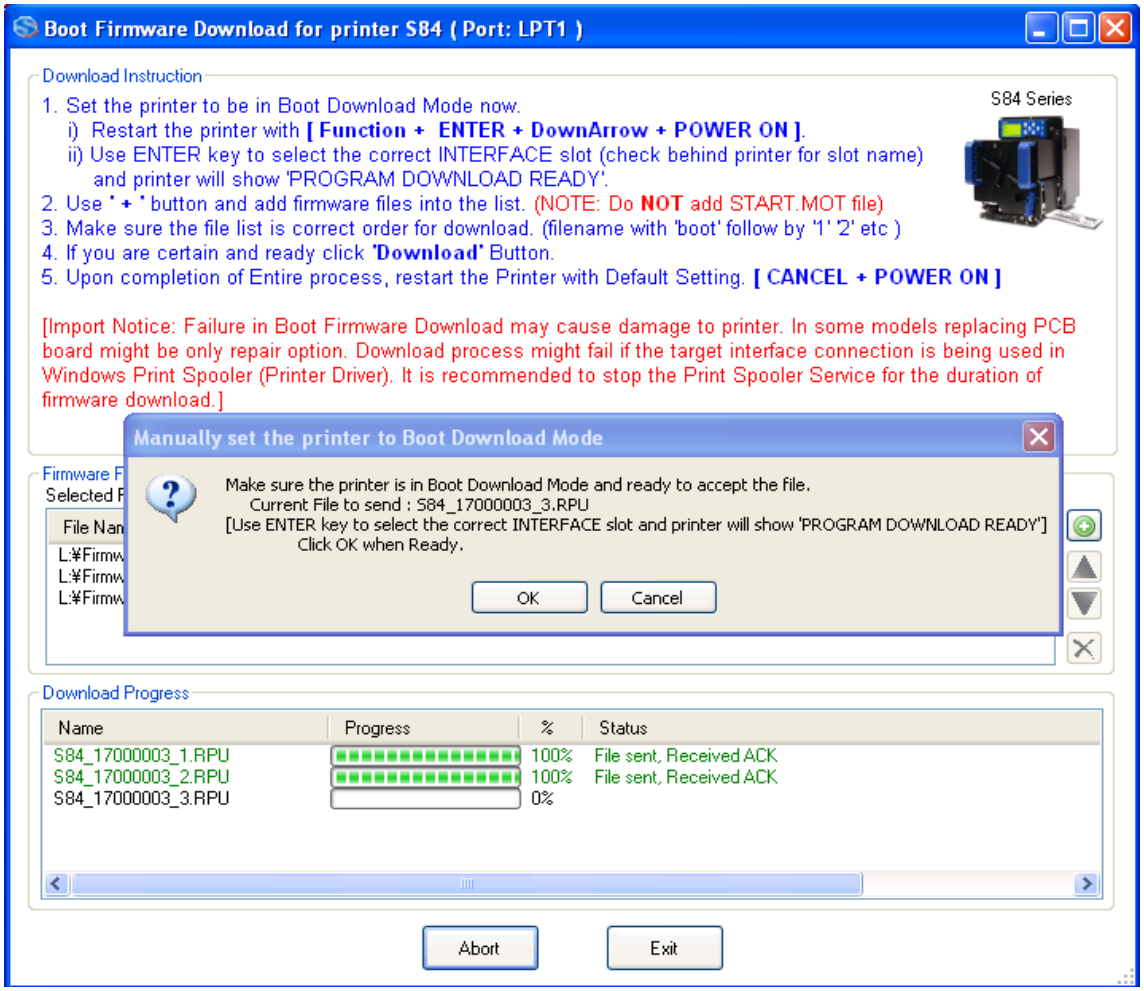

Boot Firmware Download for printer S84 (Port: LPT1)
Download Instruction
1. Set the printer to be in Boot Download Mode now.
i) Restart the printer with [Function + ENTER + DownArrow + POWER ON].
ii) Use ENTER key to select the correct INTERFACE slot (check behind printer for slot name) and printer will show 'PROGRAM DOWNLOAD READY'.
2. Use ' + ' button and add firmware files into the list. (NOTE: Do NOT add START.MOT file)
3. Make sure the file list is correct order for download. (filename with 'boot' follow by '1' '2' etc)
4. If you are certain and ready click 'Download' Button.
5. Upon completion of Entire process, restart the Printer with Default Setting. [CANCEL + POWER ON]
S84 Series
[Import Notice: Failure in Boot Firmware Download may cause damage to printer. In some models replacing PCB board might be only repair option. Download process might fail if the target interface connection is being used in Windows Print Spooler (Printer Driver). It is recommended to stop the Print Spooler Service for the duration of firmware download.]
Manually set the printer to Boot Download Mode
Make sure the printer is in Boot Download Mode and ready to accept the file.
Current File to send : S84_17000003_3.RPU
[Use ENTER key to select the correct INTERFACE slot and printer will show 'PROGRAM DOWNLOAD READY']
Click OK when Ready.
OK
Cancel
Download Progress
Name
Progress
%
Status
S84_17000003_1.RPU 100% File sent, Received ACK
S84_17000003_2.RPU 100% File sent, Received ACK
S84_17000003_3.RPU 0%
Abort
Exit

Figure 30 Executing next firmware file

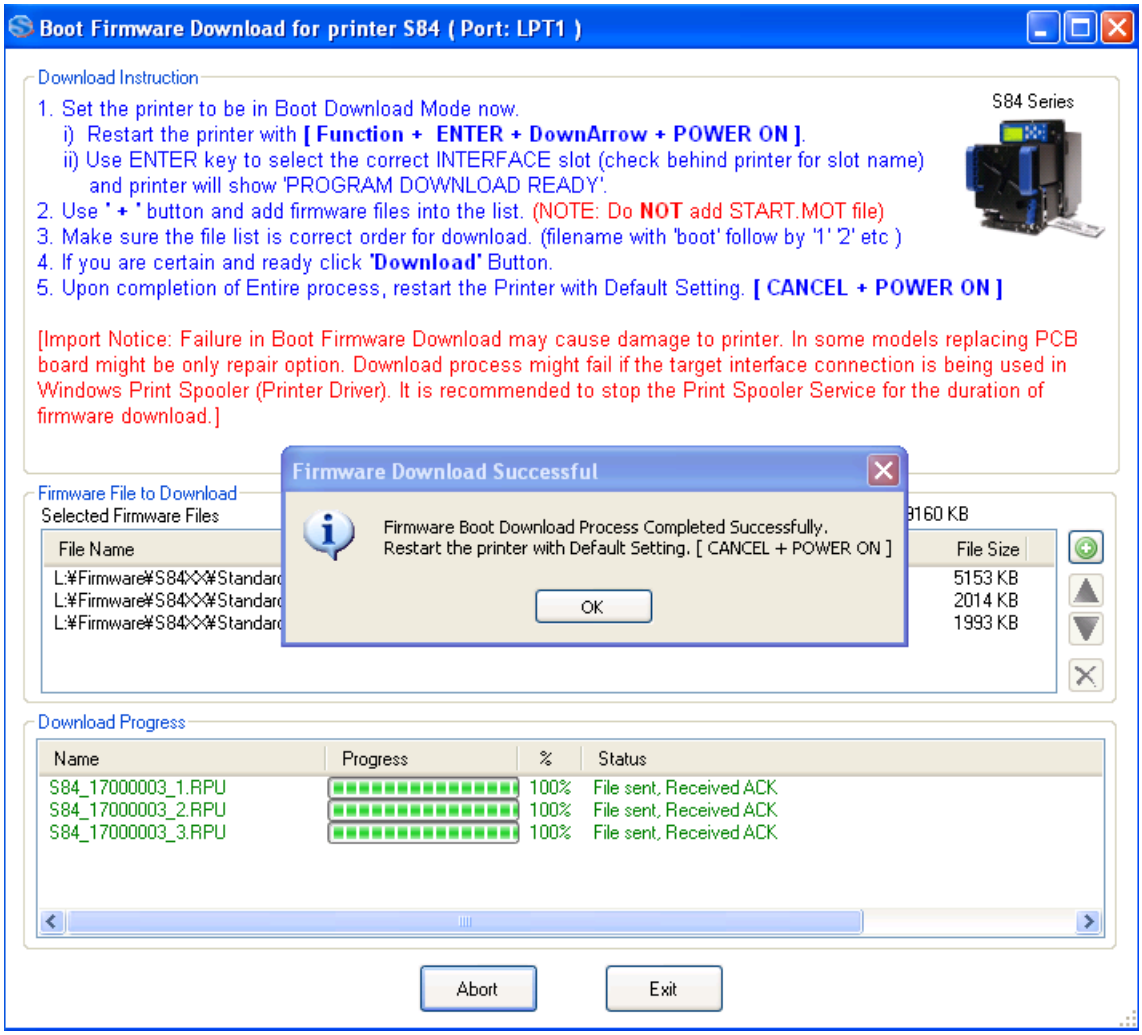

Boot Firmware Download for printer S84 (Port: LPT1)
Download Instruction
1. Set the printer to be in Boot Download Mode now.
i) Restart the printer with [Function + ENTER + DownArrow + POWER ON].
ii) Use ENTER key to select the correct INTERFACE slot (check behind printer for slot name) and printer will show 'PROGRAM DOWNLOAD READY'.
2. Use ' + ' button and add firmware files into the list. (NOTE: Do NOT add START.MOT file)
3. Make sure the file list is correct order for download. (filename with 'boot' follow by '1' '2' etc)
4. If you are certain and ready click 'Download' Button.
5. Upon completion of Entire process, restart the Printer with Default Setting. [CANCEL + POWER ON]
S84 Series
[Import Notice: Failure in Boot Firmware Download may cause damage to printer. In some models replacing PCB board might be only repair option. Download process might fail if the target interface connection is being used in Windows Print Spooler (Printer Driver). It is recommended to stop the Print Spooler Service for the duration of firmware download.]
Firmware File to Download
Selected Firmware Files
File Name
File Size
5153 KB
2014 KB
1993 KB
Firmware Download Successful
Firmware Boot Download Process Completed Successfully.
Restart the printer with Default Setting. [CANCEL + POWER ON]
OK
Download Progress
Name
Progress
%
Status
S84_17000003_1.RPU
S84_17000003_2.RPU
S84_17000003_3.RPU
100%
File sent, Received ACK
Abort
Exit

Figure 31 Download Complete

When the downloading processing is complete, user is to perform a default setting on the printer, manually.

Please note that the downloading process must be complete without interruptions of the connectivity to the printer.

Flash Download Mode

This function supports firmware loading of GT/CG/CL/CT/LM/S84 with the following limitation:

- Older CL firmware that does not provide the Auto Download and the Restart command will not be supported

The download process is automatic, where the All-In-One tool automatically sends the next firmware file and restarts the printer to perform factory clear + default setting after download completes.

It supports concurrent firmware loading to multiple printers (of the same model).

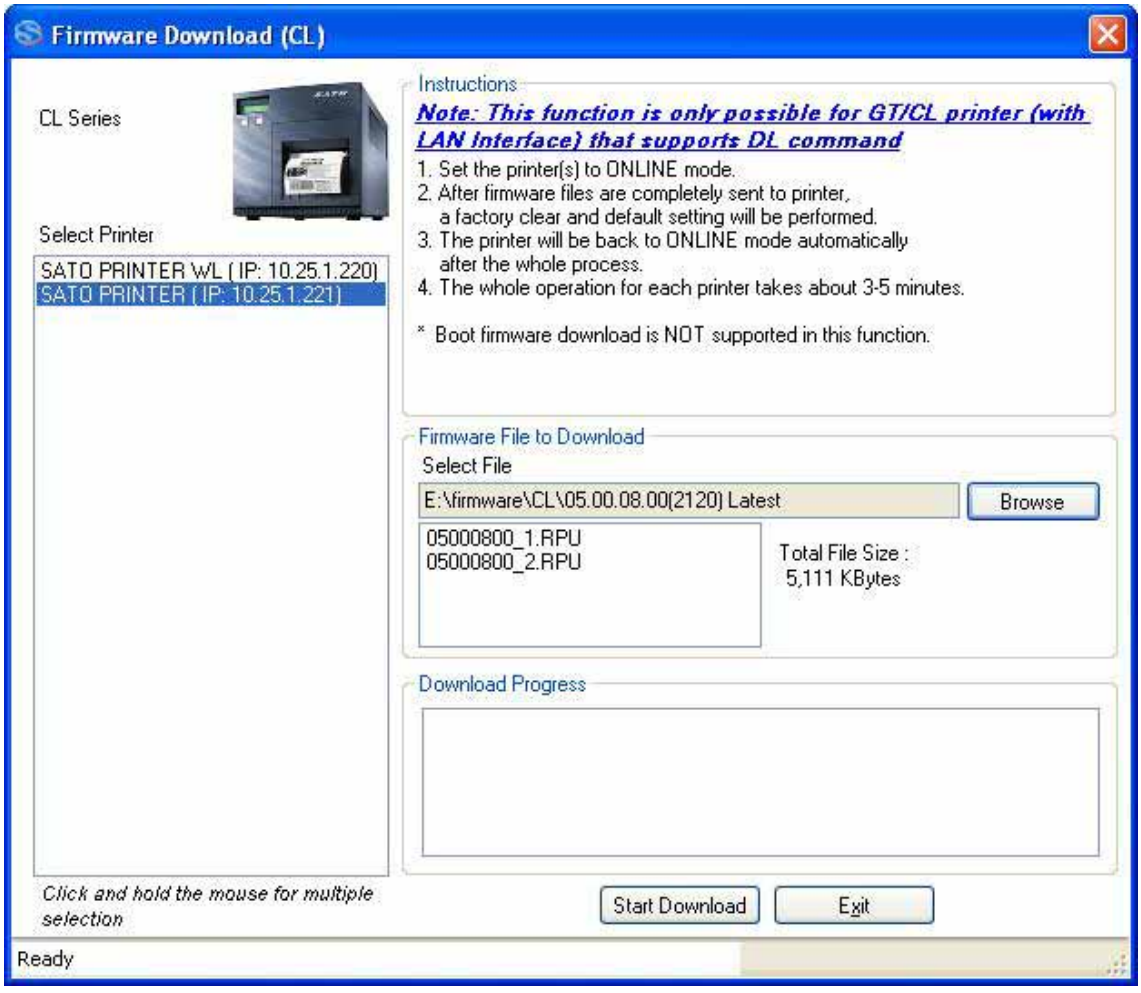

Firmware Download (CL)
CL Series
Select Printer
SATO PRINTER WL (IP: 10.25.1.220)
SATO PRINTER (IP: 10.25.1.221)
Click and hold the mouse for multiple selection
Instructions
Note: This function is only possible for GT/CL printer (with LAN Interface) that supports DL command
1. Set the printer(s) to ONLINE mode.
2. After firmware files are completely sent to printer, a factory clear and default setting will be performed.
3. The printer will be back to ONLINE mode automatically after the whole process.
4. The whole operation for each printer takes about 3-5 minutes.
* Boot firmware download is NOT supported in this function.
Firmware File to Download
Select File
E:\firmware\CL\05.00.08.00(2120) Latest
Browse
05000800_1.RPU
05000800_2.RPU
Total File Size :
5,111 KBytes
Download Progress
Start Download
Exit
Ready

Figure 32 Firmware Download for CL and GT

4.16.3. GL

This function currently supports firmware loading via a LAN interface. The FTP protocol is used to transfer the firmware file from host to printer.

The printer will automatically restart after the firmware loading is complete.

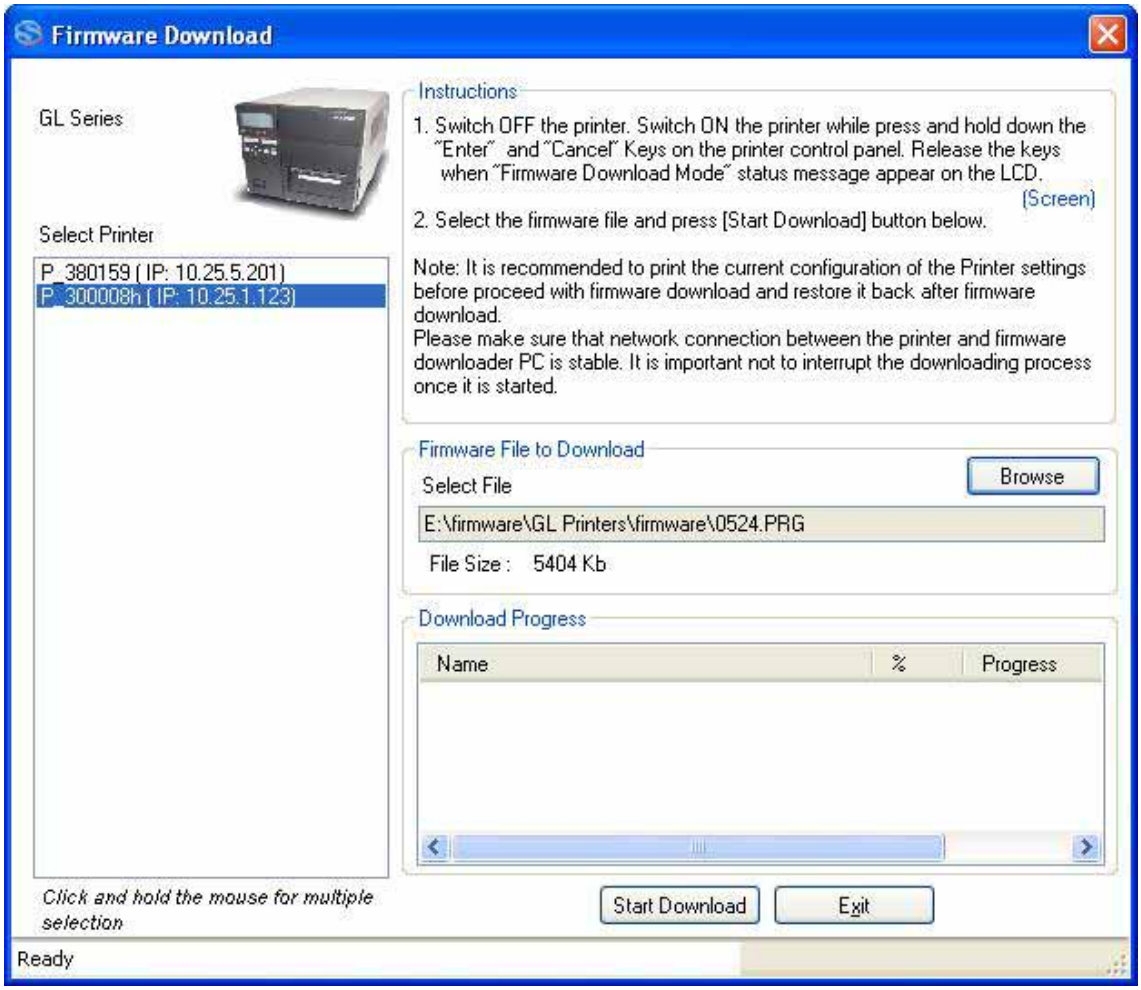

Firmware Download
GL Series
Select Printer
P_380159 (IP: 10.25.5.201)
P_300008h (IP: 10.25.1.123)
Click and hold the mouse for multiple selection
Instructions
1. Switch OFF the printer. Switch ON the printer while press and hold down the "Enter" and "Cancel" Keys on the printer control panel. Release the keys when "Firmware Download Mode" status message appear on the LCD.
(Screen)
2. Select the firmware file and press [Start Download] button below.
Note: It is recommended to print the current configuration of the Printer settings before proceed with firmware download and restore it back after firmware download.
Please make sure that network connection between the printer and firmware downloader PC is stable. It is important not to interrupt the downloading process once it is started.
Firmware File to Download
Select File
Browse
E:\firmware\GL Printers\firmware\0524.PRG
File Size : 5404 Kb
Download Progress
Name
%
Progress
Start Download
Exit
Ready

Figure 33 GL Firmware loading

4.17. Test Print feature

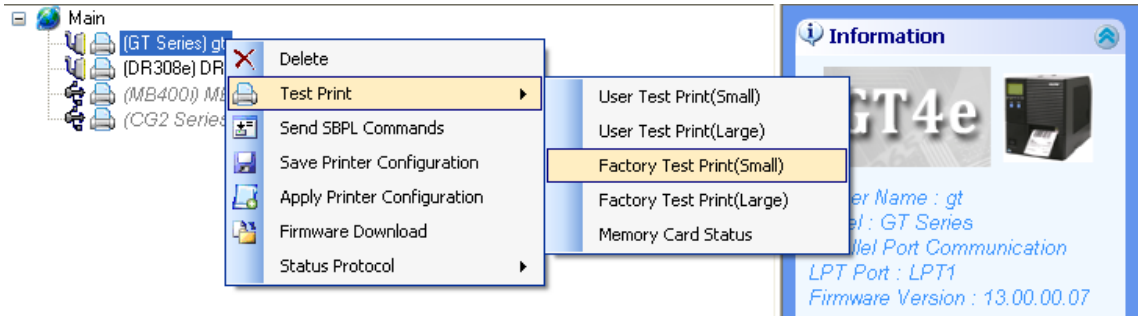


Figure 34 Test Print

This feature allows user to send built-in Test Print commands to any registered printer. The user can invoke the standard test print functions such as User Test Print or Factory Test Print, in either small or large label sizes.

4.18. Switching Interface Selection for CG Printer

After the CG printer is added to the application, the interface selection can be switched by right-click the printer to bring up the Context Menu, and choose the “Interface Mode”.

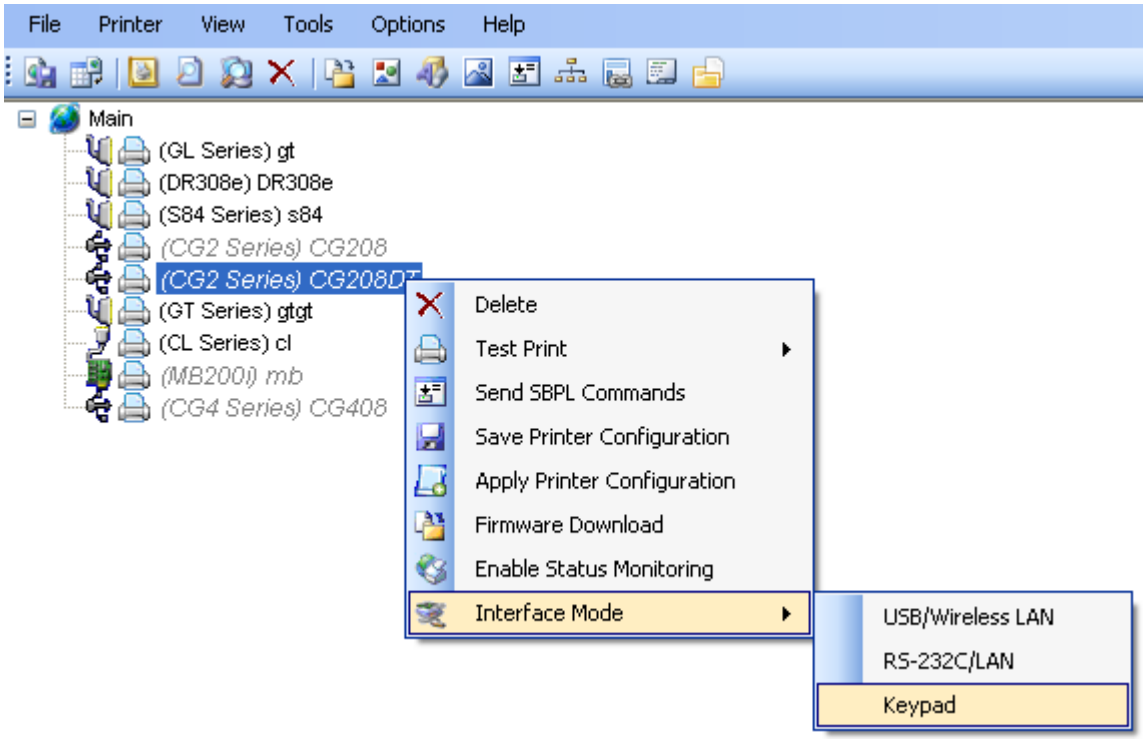


Figure 35 Switching Interface Selection for CG Printer

Note: User is required to **manually** restart the printer after switching the printer interface mode.

4.19. Restart Printer

Currently, this function is only available on CG and GT models.

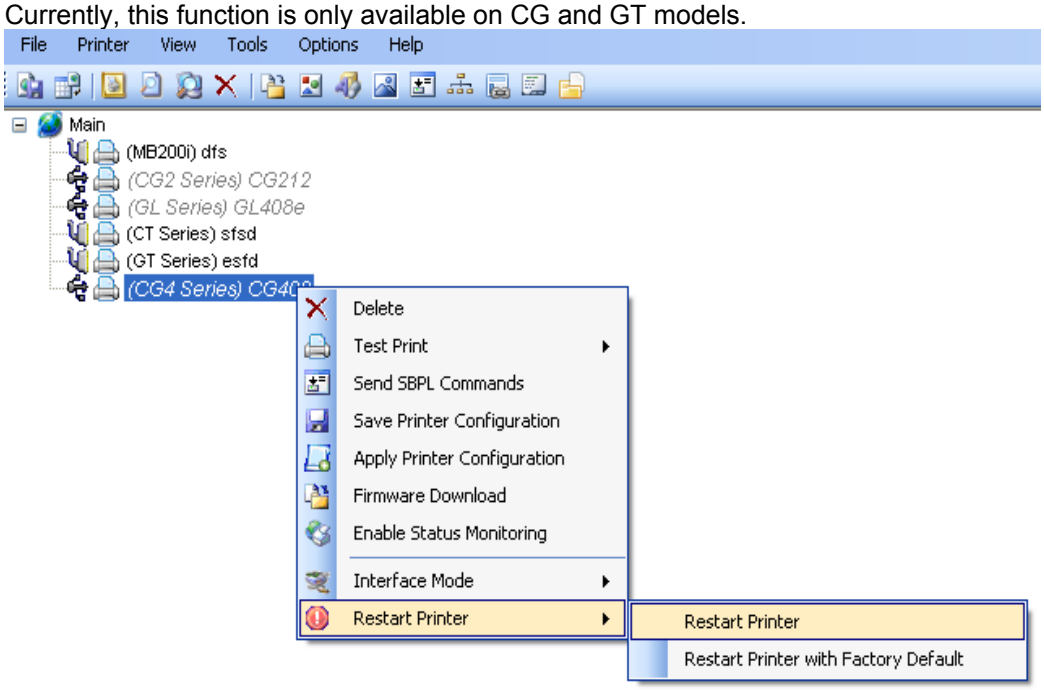


Figure 36 Restart Printer

For CG printer, if the printer is on LAN interface, it will be switched to USB mode after restarting the printer with Factory Default.

Note: Do not use this function if the printer has just changed the interface mode.

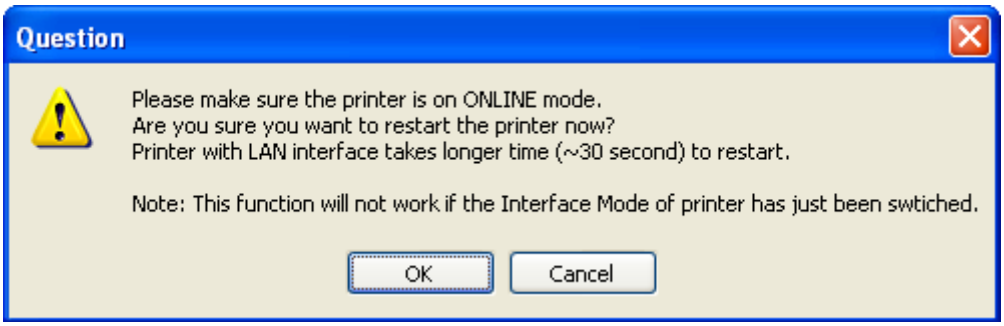

Question
Please make sure the printer is on ONLINE mode.
Are you sure you want to restart the printer now?
Printer with LAN interface takes longer time (~30 second) to restart.
Note: This function will not work if the Interface Mode of printer has just been swtiched.
OK
Cancel

Figure 37 Restart Printer Function will not work if the Interface Mode has changed

4.20. Sending Printer Command Strings

Right-click a printer icon from the treeview and choose Send SBPL Command from the popup menu. This function allows the user to send SBPL commands in both text format and file format. The user can also use it to retrieve printer response from the command.

The response of the printer is displayed in both ASCII and HEX formats.

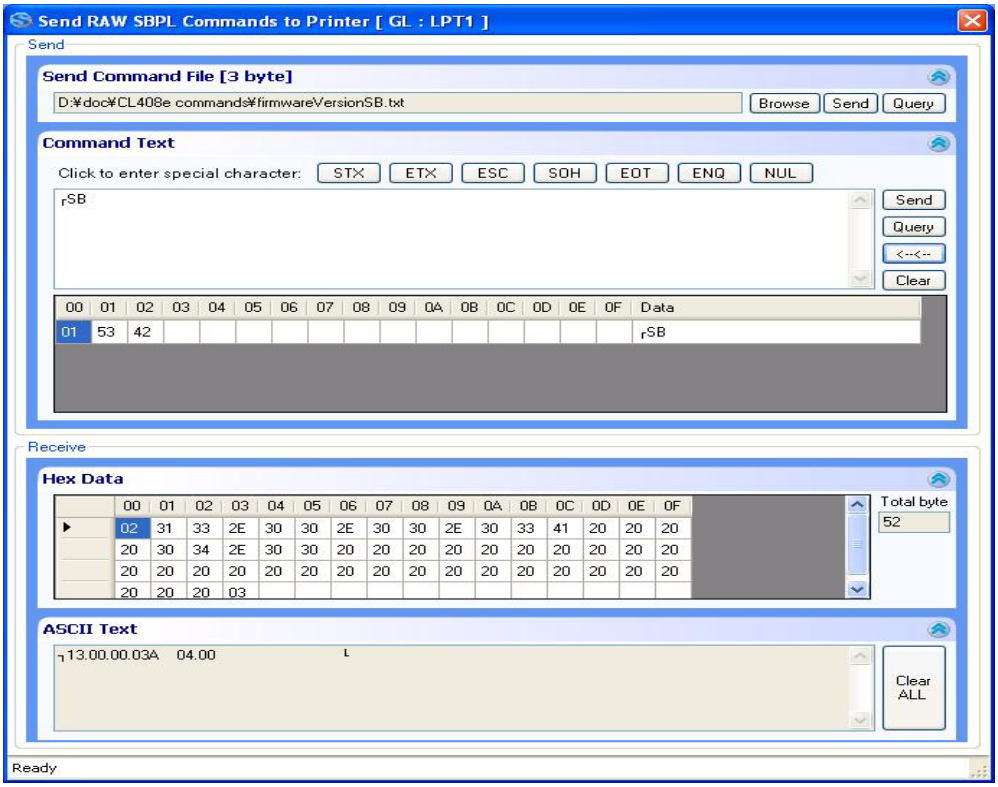


Figure 38 The Send Printer command

4.21. Saving and Applying Printer Profiles

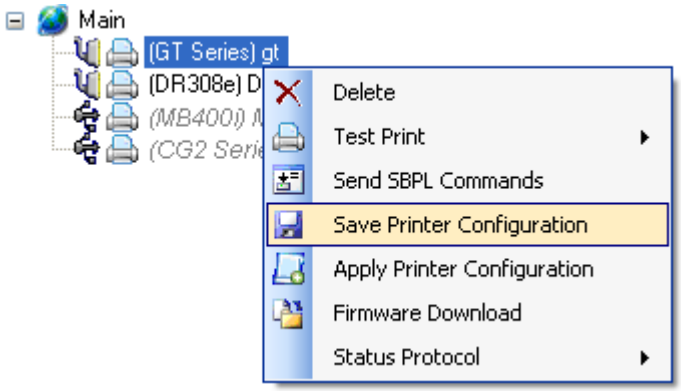


Figure 39 Saving and Applying a Printer Configuration

This feature is necessary for users who need to apply a set of tested settings to many printers at once.

For Saving Printer Configuration, an ***SBPL*** command will be executed to retrieve the Printer Configuration of the selected printer. The information is then saved into an XML file specified by the user.

For Applying Printer Configuration, the command will be executed after reading the XML file which is specified by the user.

An example of the XML file is shown here (Figure 30).

Figure 40 XML File

4.22. Mass Update of Printer Configuration

This feature is to apply a printer configuration to more than one printer (within the same model) concurrently. Click **Tools->Mass Apply Configuraiton**.

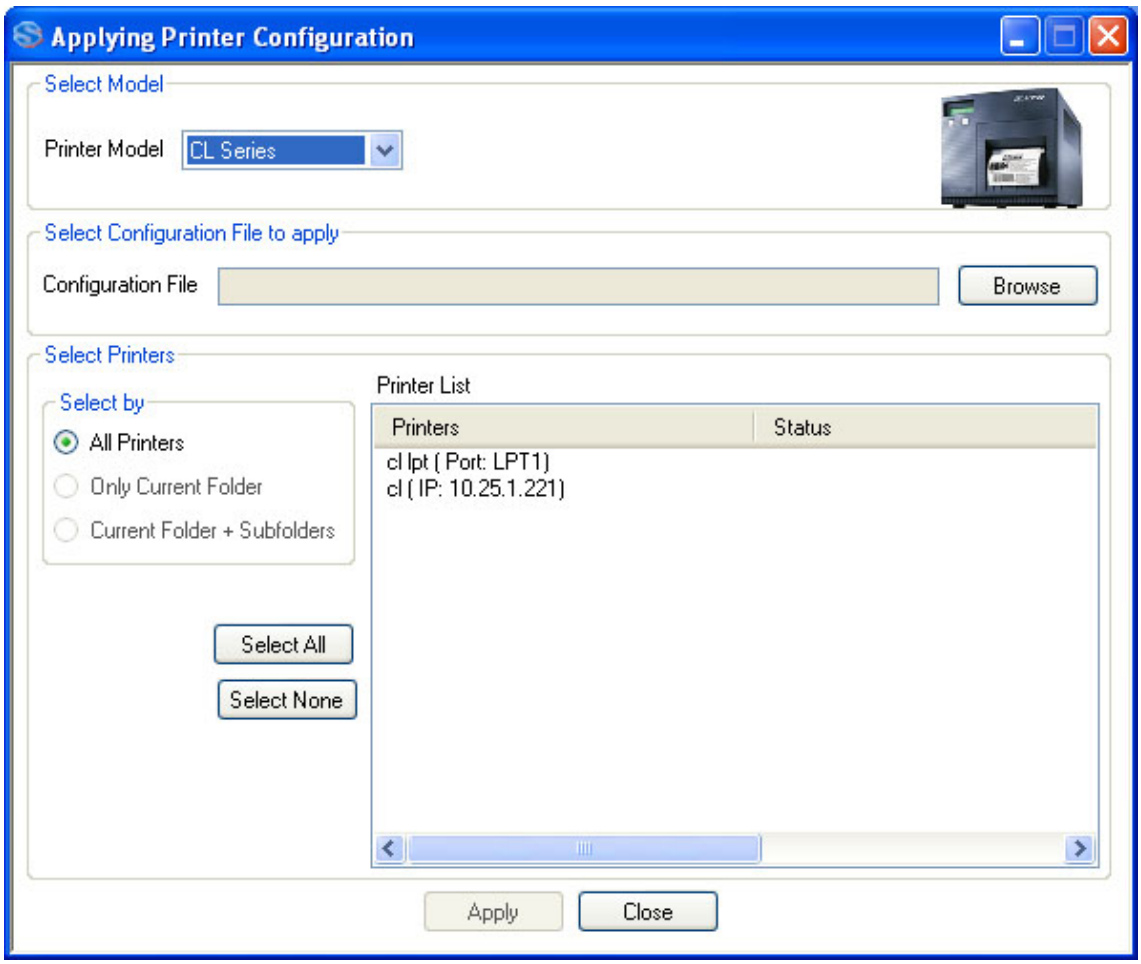


Figure 41 Mass Update of Printer Configuration

After selecting the printer model, the user can choose the printer configuration file (that was previously saved as explained in section 4.21). A list of printers of the selected models will be displayed. User can hold the Control Key to perform the multiple selections of the printer to apply the configuration.

4.23. Application Configuration

Some aspects of the application can be configured at **Options->Preferences**

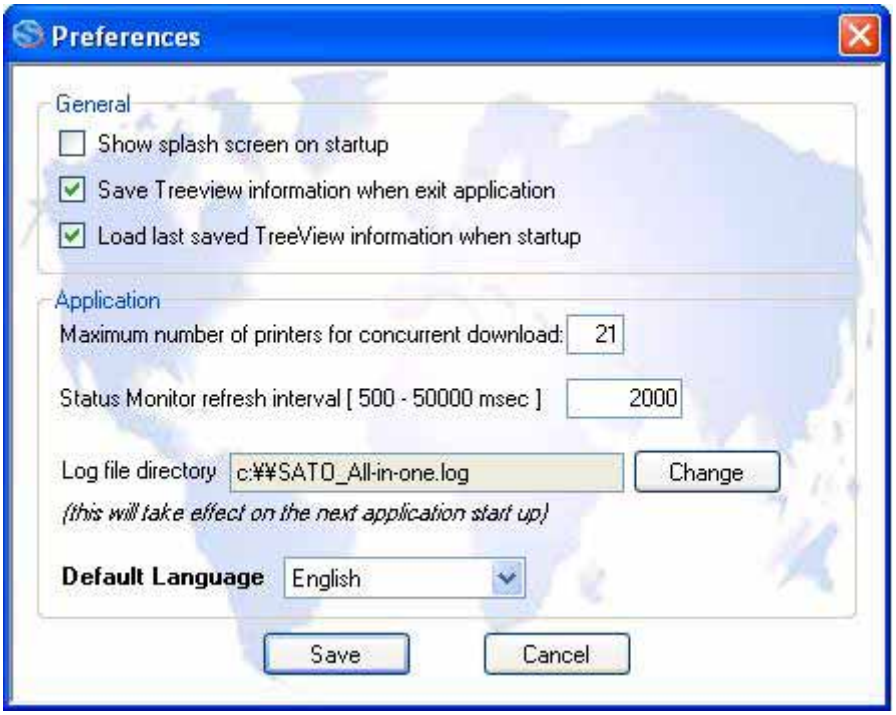


Figure 42 Preferences Dialog

This should be the only proper way to change the application configuration information. Configuration files should not be modified without advice from SATO technical staff.

4.24. Configuration of Network Interface Card

For SATO Printers equipped with Network Interface Card, the network properties (such as IP address and Wireless settings) can be configured by choosing the “Interface Configuration” function.

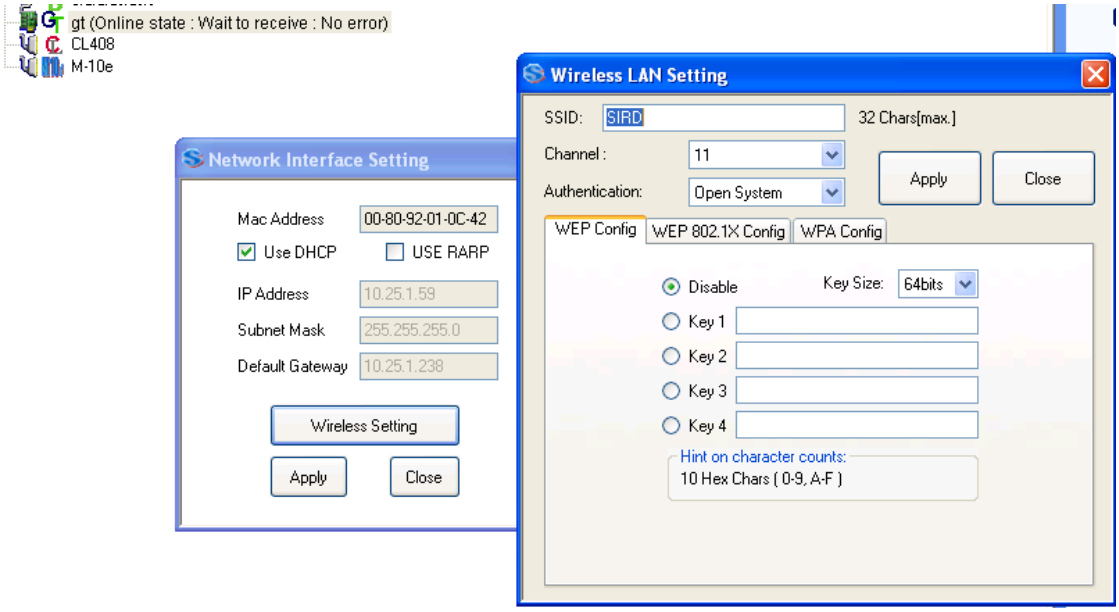


Figure 43 Configuration of Network Interface Card

4.25. Check for Newer Version of Application

The application offers a feature to help user to check if a newer version of the application is available on the website.

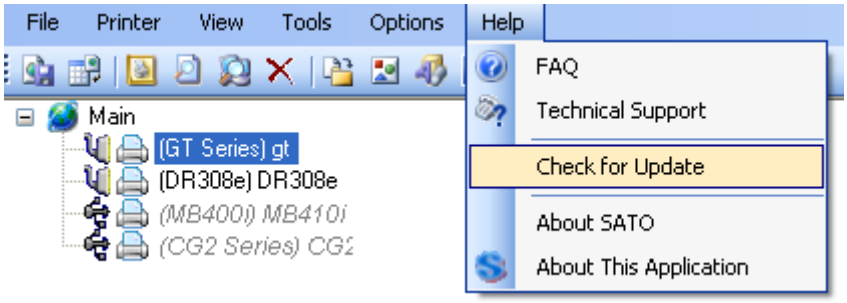


Figure 44 Check for Update

If there is a newer version, the following dialog will be displayed.

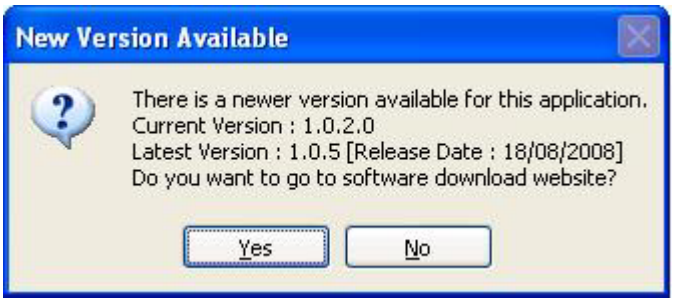

New Version Available
There is a newer version available for this application.
Current Version : 1.0.2.0
Latest Version : 1.0.5 [Release Date : 18/08/2008]
Do you want to go to software download website?
Yes
No

Figure 45 Found newer version

If the user clicks the “Yes” button, an Internet Browser will be opened to bring the user to the application download page.

4.26. Changing Communication Protocol of GL4

The communication protocol of GL4 printer can be configured by right-clicking on the GL printer node, and then choose “Communication Protocol”.

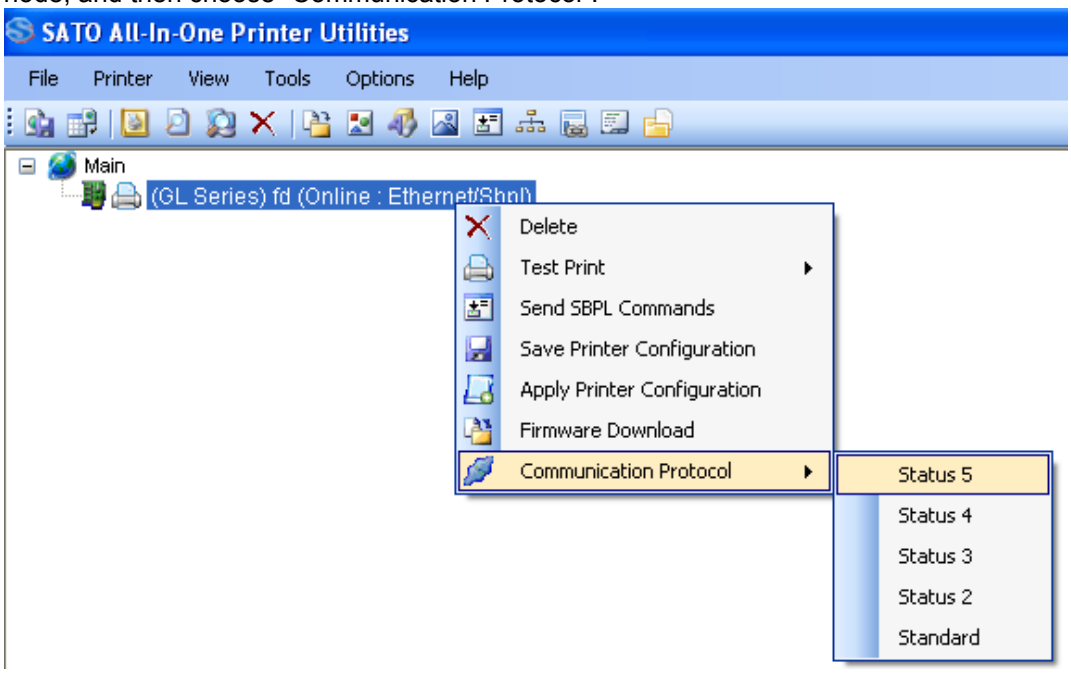


Figure 46 Changing Communication Protocol of GL4

The printer is not required to be restarted after this operation.

This function is only applicable for GL4 printer with LAN/WLAN interface mode.

4.27. Send SBPL Print File to Printer Driver

This function allows sending of SBPL print file to SATO printer driver. The print file will be sent to the print through the interface defined in the driver properties->Port Setting.

Note that the driver settings such as Print Speed or Print Darkness will not be applicable to the print file.

Click Tools->Send SBPL to Printer Driver

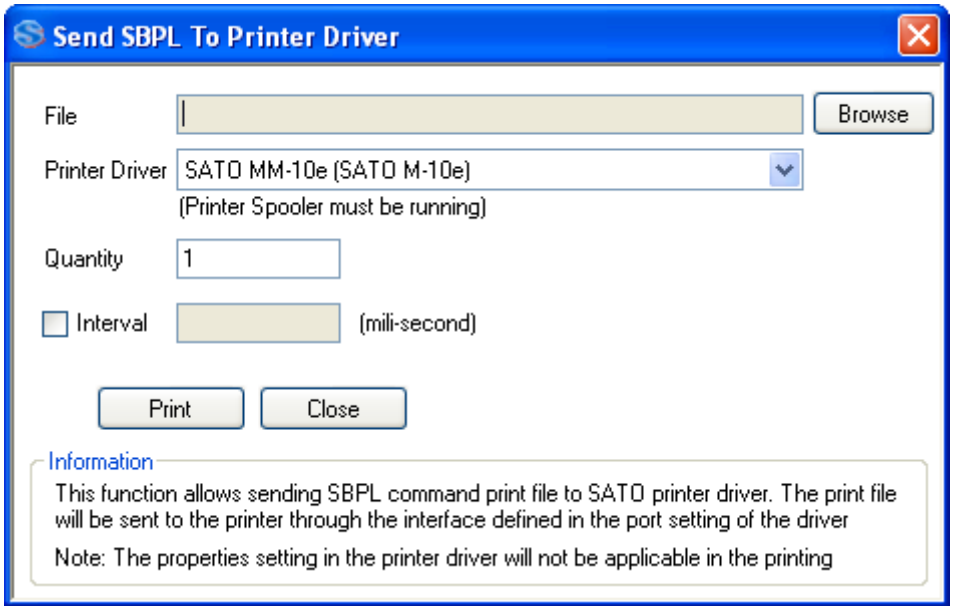

Send SBPL To Printer Driver
File
Browse
Printer Driver
SATO MM-10e (SATO M-10e)
(Printer Spooler must be running)
Quantity
1
Interval
(mili-second)
Print
Close
Information
This function allows sending SBPL command print file to SATO printer driver. The print file will be sent to the printer through the interface defined in the port setting of the driver
Note: The properties setting in the printer driver will not be applicable in the printing

Figure 47 Send SBPL to Printer Driver

Only SATO printer drivers installed in the PC will be displayed.

If the print file is to be printed more than once, and delay is needed in between the print files, then check the Interval checkbox and input the time delay value (in mili-second, 1 second = 1000 mili-second).

4.28. IP Assignment

This function allows user to perform quick search of all Sato printers connected to network. Some network configurations such IP and SubnetMask settings are possible.

Click file menu->Tools->IP Assignment Tool

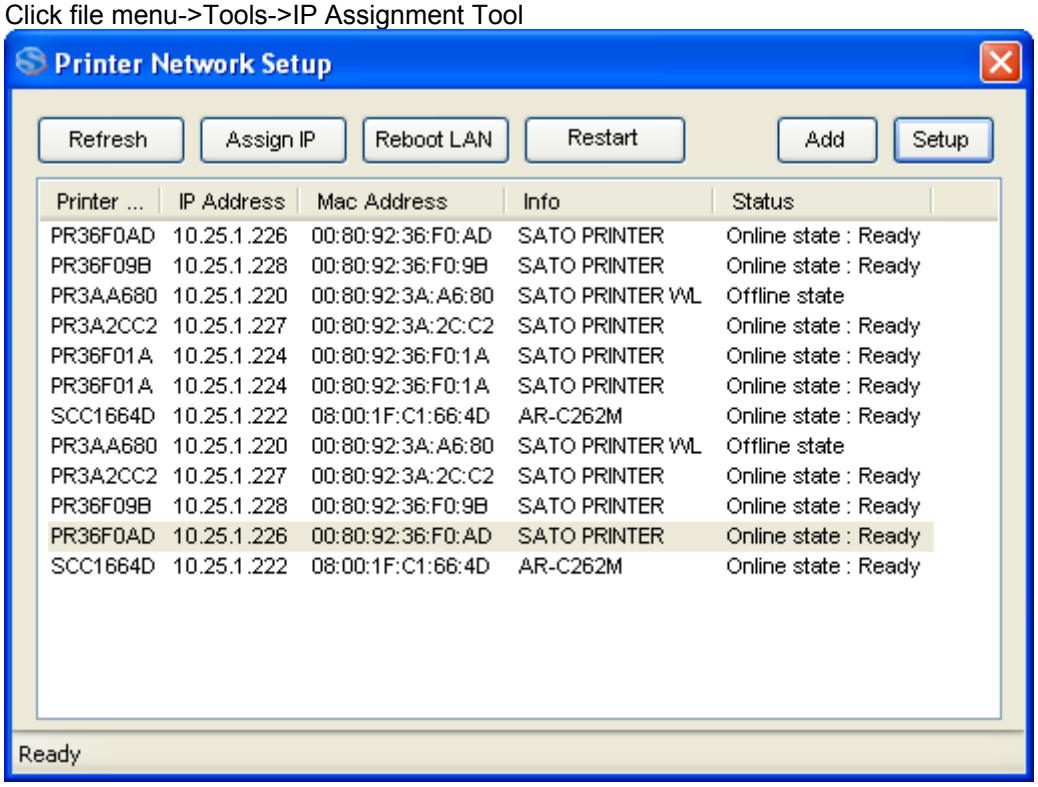

Printer Network Setup
Refresh
Assign IP
Reboot LAN
Restart
Add
Setup
Printer ... IP Address Mac Address Info Status
PR36F0AD 10.25.1.226 00:80:92:36:F0:AD SATO PRINTER Online state : Ready
PR36F09B 10.25.1.228 00:80:92:36:F0:9B SATO PRINTER Online state : Ready
PR3AA680 10.25.1.220 00:80:92:3A:A6:80 SATO PRINTER WL Offline state
PR3A2CC2 10.25.1.227 00:80:92:3A:2C:C2 SATO PRINTER Online state : Ready
PR36F01A 10.25.1.224 00:80:92:36:F0:1A SATO PRINTER Online state : Ready
PR36F01A 10.25.1.224 00:80:92:36:F0:1A SATO PRINTER Online state : Ready
SCC1664D 10.25.1.222 08:00:1F:C1:66:4D AR-C262M Online state : Ready
PR3AA680 10.25.1.220 00:80:92:3A:A6:80 SATO PRINTER WL Offline state
PR3A2CC2 10.25.1.227 00:80:92:3A:2C:C2 SATO PRINTER Online state : Ready
PR36F09B 10.25.1.228 00:80:92:36:F0:9B SATO PRINTER Online state : Ready
PR36F0AD 10.25.1.226 00:80:92:36:F0:AD SATO PRINTER Online state : Ready
SCC1664D 10.25.1.222 08:00:1F:C1:66:4D AR-C262M Online state : Ready
Ready

Figure 48 IP Assignment Tool

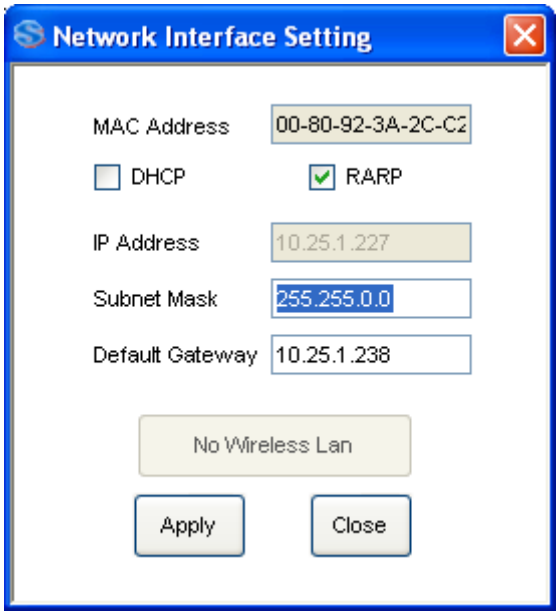


Figure 49 Network Setting

4.29. Unit Convertor

This function allows user to perform unit conversion among dots, mm, cm, inch and hex, in the corresponding resolution.

Click file menu->Tools->Unit Conversion

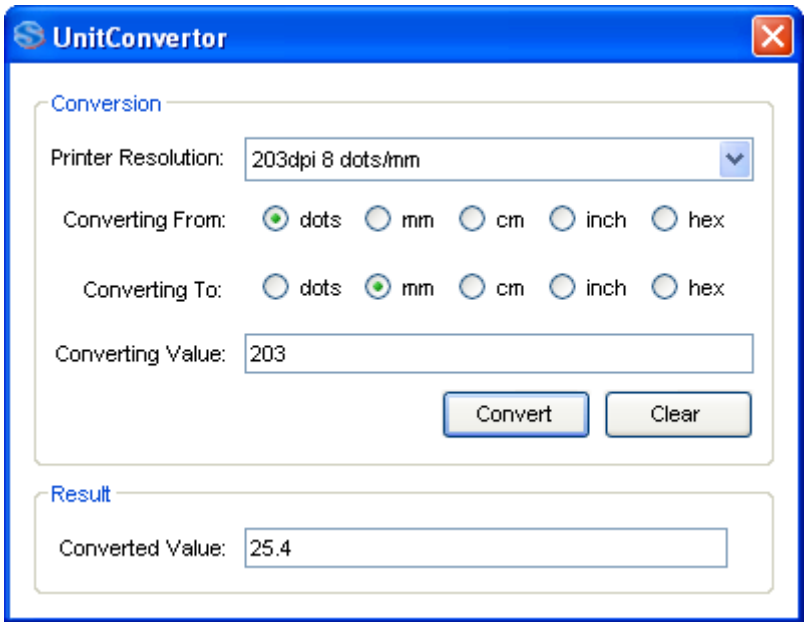


Figure 50 Unit Convertor

Planned Features 5

The following are features that will likely be implemented in the near future:

- Support of other models
- Listing of available fonts and graphics in the printer memory (downloaded using FD command)

However, SATO reserves and maintains the right to make changes to the software at any time without prior notice.

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